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ABSTRACT

This technical report contains the survey forms and statistical detail of a study of Massachusetts libraries, the purpose of which was to assess the current state of library services and library cooperative activities in Massachusetts and recommend strategies to develop an action plan for the improvement of library services. In particular, the study investigates the library operational functions and services that lend themselves to resource sharing and cooperative arrangements; services to special populations; consultant services to libraries, such as labor and governmental relations, library operations, personnel development and training; communication and delivery services among libraries; and extended access to library collections through alternative means. The technical report contains detailed study results with emphasis on the current status of libraries in Massachusetts and library resource sharing. Information about library income and expenditures and library services provided was collected from public, academic, school, institutional and special libraries. The report presents data about circulation, use of automation, collection sizes, reference services, and outreach programs, as pertinent to the types of libraries studied. The report also focuses on public library use and users. The information in this report was gathered through library surveys, surveys of library patrons from 19 libraries, and cost finding studies of 16 libraries. Appendices provide copies of the six-part library survey questionnaire adapted for use with public, academic, school, institutional and special libraries; the questionnaire used for library cost finding; the user survey questionnaire; testimony on nonresident lending and borrowing and library responses to open ended questions about the needs of library patrons and the most urgent needs of the respondent's library. (KRN)

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MASSACHUSETTS LIBRARIES: AN ALLIANCE FOR THE FUTURE

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TECHNICAL REPORT

for

THE MASSACHUSETTS BOARD OF LIBRARY COMMISSIONERS
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SECTION I

BACKGROUND

1.1 Introduction

In 1990, an extensive **LSCA Long-Range Program 1991-1996** was published by the Massachusetts Board of Library Commissioners. The Program sets forth an action plan that clearly states library needs, goals, and objectives, as well as relevant criteria for project applicants. As part of the **Long-Range Program**, in early 1990 a Request for Proposals was announced, competitive proposals solicited, and a contract award was made to King Research, Inc. to "Assess the State of Library Services in the Commonwealth and Recommend Strategies for the Development of an Action Plan for Improvement of Library Services for Residents in the Commonwealth." King Research began the work in May 1990. In particular, the study is addressed to:

- library operational functions and services (e.g., collection development, reference and research, etc.) that lend themselves to resource sharing and cooperative arrangements;
- services to special populations (e.g., institutionalized clients, physically disadvantaged clients, etc.);
- consultant services to libraries (e.g., labor and governmental relations, library operations, personnel development and training, etc.);
- communication and delivery services among libraries; and
- extended access to library collections through alternative means.

In order to achieve the objectives of the study, we carefully studied such areas as:

- the status of library services in the Commonwealth;
- the strengths and weaknesses of library resource sharing and, in particular, how resource sharing affects library funding;
- the appropriateness of current statutes and regulations in the Commonwealth;

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- equity and application of library funding at Federal, Commonwealth, and local levels;
- the status of current cooperative efforts and relationships among participants;
- governance of cooperative efforts;
- use of technology in libraries;
- appropriateness of statewide and local library measures and norms;
- continuing education for librarians and library staff; and
- ways library services in the Commonwealth might be improved.

The study was conducted through in-depth interviews with a number of relevant members of the library community, surveys of 5 types of libraries (i.e., public, academic, school, institutional, and special), surveys of public library patrons from 19 libraries, cost finding studies of 16 libraries, extensive analysis of secondary sources of data (including a King Research database derived from over 300 library studies), and a number of presentations and feedback from them in the form of comments and suggestions made at the meetings, and letters prepared following the meetings.

There are four formal documents prepared as a result of the project:

- A **Preliminary Report** (1,000 copies), which was sent to a wide audience in early June, 1991, to obtain feedback on the relevance, feasibility, and practicality of our results and preliminary principal recommendations,
- a **Final Report** (1,500 copies), which summarizes the results of the study and provides detailed recommendations as well as strategies for implementation,
- an **Executive Summary** (2,000 copies) of the **Final Report**, and
- this **Technical Report** (50 copies), which provides detailed study results, emphasizing description of the current status of libraries in Massachusetts and library resource sharing.

Section 2 of this report discusses the methods used in the study.

This report provides a description of the current state of libraries in Massachusetts. We consider the library community to consist of the Massachusetts Board of Library Commissioners (MBLC), five basic types of libraries, resource sharing entities, library staff and trustees, patrons and other residents, funders (i.e., municipal government, the Commonwealth, Federal government, and others), legislators, and other legal entities affecting library service. The activities of the MBLC are described below. The current state of the five types of libraries is described in Sections 3 through 6. Section 7 deals with current library resource sharing in Massachusetts.

1.2 Massachusetts Board of Library Commissioners (MBLC)

The Massachusetts Board of Library Commissioners is the state library administrative agency for the Commonwealth of Massachusetts and, as such, has the statutory authority and responsibility for leadership in the development and improvement of Massachusetts library resources and services. The statutory framework within which the Board operates is detailed in Massachusetts General Laws (MGL), Chapter 78, Sections 14-31. The Board consists of nine members appointed by the Governor for terms of five years. The policies established by the Board are carried out by Agency staff.

The organization of the agency reflects the statutory responsibilities and policy priorities of the Board. The state funded Library Incentive Grant (LIG) and Municipal Equalization Grant (MEG) Programs for public libraries direct state aid, and the Regional Public Library Systems' programs are coordinated by the Data Analysis and Research Unit which certifies public libraries' compliance with minimum qualification standards for grant participation and monitors Regional Public Library Systems' activities under the terms of contracts, by-laws, and plans of service which govern their operations.

A second major agency staff unit is devoted to the development of services and programs to unserved and underserved populations and areas and to the coordination of activities performed in relation to the Library Services and Construction Act (LSCA). The Library Development Unit has five program specialists who are assigned to the development of library services including those to the blind and physically handicapped, state institutions, disadvantaged persons, the elderly, the illiterate, children or young adults, and other unserved groups. Additional areas also include the development of library facilities, information and referral, non-print media, automated networking, resource sharing, collection management, and preservation. This unit is also responsible for the overall management of the LSCA program and initiates, plans, organizes, controls, and evaluates activities for meeting the objectives of the Long-Range Program and its supplements. An administrative services unit coordinates the agency's personnel, fiscal policies, and public information services. Informational support for all agency activities is provided by an in-house professional library collection and reference librarian.[1]

The 1992 appropriation level at MBLC was $17.8 million. These funds are allocated as follows.

• Regions	$ 6.003 million
• Library of Last Recourse	$ 4.523 million
• Talking Book Library (Worcester)	$ 0.124 million
• Talking Book Library (Perkins)	$ 0.625 million
• State Aid	$ 5.661 million
• Telecommunications	$ 0.183 million
• Administrative	$ 0.664 million
Total	$17.783 million

More is said about these funds later.

The MBLC is supported by advisory committees including the State Advisory Council on Libraries and the Network Advisory Committee. In addition, a special committee was used to help prepare the objectives and specifications for this study. The group has continued as a Project Advisory Committee. The first two groups were partially described in the **Long-Range Program 1991-1996** as follows.

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[1] Long Range Program 1991-1996

A State Advisory Council on Libraries (SACL) is required by the LSCA and is appointed by the MBLC to advise the state agency on the development of the State Plan, the Annual Program, the Long-Range Program and related policies, and to assist the state agency in the evaluation of related library programs, services, and activities. As part of its responsibilities, members of the council are expected to review all grant proposals received for the LSCA projects and make recommendations for funding to the Massachusetts Board of Library Commissioners.

The Network Advisory Committee (NAC) is an advisory group appointed to serve as a forum for the discussion of issues related to interlibrary cooperation, resource sharing and networking. It is composed of representatives of libraries participating in networks and professional and administrative library organizations. Its responsibilities include informing, educating, and acting on initiatives about issues related to and concerning resource sharing and networking. The Network Advisory Committee is organized under membership-developed Operational Guidelines revised and approved in January 1987 detailing the duties and responsibilities of the NAC, the criteria for membership, the role of the Executive Committee and the method for appointing *Ad Hoc* committees. The NAC fulfills its responsibilities under LSCA by serving in an advisory capacity to the State library administrative agency and SACL in planning and taking other steps toward the development of cooperative library networks on local, regional and/or intrastate levels.[2]

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[2] Ibid

SECTION 2

PROJECT METHODS

2.1 Introduction

The project emphasized communication among participants in the Massachusetts library community including library directors and staff, patrons, funders, and other interested parties. We consider facilitating this communication to be a major part of our contribution to the project. The other principal contribution is to analyze and interpret information and to add to that our experience, expertise, and judgement, and to provide relevant recommendations. The initial communication involved information and data gathered through:

- 114 interviews with The Public Library System's Regional and Subregional Directors, Automated Resource Sharing Network Directors, Library Directors (public, academic, school, institutional and special), funders, MBLC staff, Commonwealth legislators, and lay persons. Most of the interviews were conducted in person by Dr. Griffiths and Mr. King, but some were done by telephone;
- surveys of (1) library (public, academic, school, institutional, special) input and output associated with specific services and operational functions, (2) cost finding in a sample of 16 libraries, and (3) patron library use from 19 public libraries;
- analysis of secondary data including MBLC data, other studies done in Massachusetts, municipal data, national statistics, and the King Research database.

The information and data collection was done to provide an in-depth description of the current library environment and to provide a basis for analysis and recommendations. Communication involves feedback, and we attempted to accomplish this through presentations and written materials prepared by us with feedback through meetings with the Project Advisory Committee; the MBLC; MLTA; MLA; groups of public, academic, school, institutional, and special librarians; and four regional meetings scheduled following the preliminary report distribution in early June 1991.

Results of patron surveys and cost finding will be sent to each participating library director for their use. Norms are provided for all results. We have scrupulously avoided evaluation of any single operation (i.e., a particular library, Automated Resource Sharing Network, Regional Public Library System or subregional operation, Library of Last Recourse, etc.) because we felt that a promise of anonymity would result in better cooperation and data. There are sampling errors in the surveys that require samples or in surveys in which not all survey forms were returned. Methods used in the study are discussed briefly in this section.

2.2 Input and Output Surveys of Libraries

The input/output surveys of libraries involved an in-depth data collection instrument which was sent to all public, academic, and institutional libraries, and a sample of school and special libraries. All told, we received and analyzed 452 responses. Response rates were as follows: public (62%), publicly funded academic (74%); private academic (18%), school (37%), institutional (43%), special (22%). Imputation was done for non-responding libraries (and incomplete items on the instruments) by projecting results to the total number of libraries.

Stratification for the public library survey is given below:

Sample

	Small	Mid-small	Mid-large	Large	Totals
East	13	3	46	4	133
West	23	10	9	9	51
Central	7	26	7	8	48
Totals:	40	67	62	63	232

Population

	Small	Mid-small	Mid-large	Large	Totals
East	20	46	63	70	199
West	58	19	13	13	103
Central	15	29	17	11	72
Totals	93	94	93	94	374

SIZES: Small 250-16,000 (circulation); Mid-small 16,000-54,000; Mid-large 54,000-142,000; Large 142,000+;

Nearly all of the response rates for the twelve stratification cells are 50 percent or above, except for small west (40%), small central (47%), and mid-large central (41%). Responses from each cell are projected to the cell totals to impute for non-responses.

For the other types of libraries, the responses are projected to the total number of libraries in the population. Note that statistics are also provided from the U.S. Department of Education for school libraries and publicly funded and private academic libraries.

There were five parts to the survey instrument. The first part focused on obtaining number of persons served, number of visits, and number of service or operational function transactions (e.g., items acquired, circulation, reference queries, interlibrary loans, items cataloged, etc.) and, if available, costs of these transactions. The second part obtained specific information and the use of external services (i.e., Regional Public Library Systems and subregional libraries; Automated Resource Sharing Networks, Library of Last Recourse, vendors, etc.). The third part obtained information on current and planned technology used. The fourth part obtained detailed data on ILL and reference referrals. The final part dealt with attitudes and opinions concerning special issues.

An addendum was sent to school libraries to determine the extent to which they satisfy certain criteria known to be related to success of school libraries. We also received, input, and analyzed questionnaires received by MAEM. Some of these results are also included in this report.

2.3 Patron Surveys

Patron surveys were conducted in 19 public libraries. Each library had a tailored questionnaire to reflect its particular range of services. The survey instruments were administered by library staff and/or volunteers or by King Research staff. An equal number of surveys were handed out to a sample of patrons who visited the libraries (1) during week days or (2) during evening or weekend hours. If a patron did not return the instrument at the end of the visit, he/she was asked to complete it later and return it to King Research in a provided postage paid envelope. A total of 813 contacts were made with 53 patrons refusing to participate, 407 handed in the instrument at the library, and 353 were given them to mail in (225 did). The response rate is 78 percent with 632 usable responses.

The survey was post-stratified by size of library (in terms of total number of visits) and weekday vs non-weekday hours. Results from the 19 libraries were projected to all public libraries in the Commonwealth. This was done by estimating the total number of visits in the Commonwealth for 26 strata (i.e., by four sizes and three regions, by weekday vs non-weekday — — the BPL Research and Business Libraries were treated as two strata.)

The patron surveys obtained information and data about the number of visits; time spent (a) coming to the library, (b) in the library, and (c) using specific services; determination of services used; fill-rates; satisfaction with the collection, staff, and other aspects of the library known to be related with extent of use; purpose for which the library was used (i.e., recreational, personal needs, educational, and work-related), non-resident use, and consequences of the use of the library for these purposes; cost to use alternatives to the library; and personal demographics (i.e., age, sex, life or work role, etc.). Visit-related questions (e.g., particular use, fill-rates, etc.) were projected to total visits and patron-related questions (e.g., number of visits, life and work role, etc.) were adjusted to account for the fact that frequent visitors have a higher probability of being chosen in the survey than infrequent visitors.

All survey responses and item responses were projected to the appropriate total. For example, visits were projected to the total number of visits in each of the 26 strata. Note that, even though selection of patrons could not be truly random and precise (i.e., standard error is not exact), the weighting does reduce bias of estimates since it is known that patrons of small libraries tend to have different needs from those of large libraries. Also, the sampling fraction in the various sized libraries does not reflect the amount of visits in them (i.e., small libraries have a greater sample per total visits than large libraries). Sampling was not done proportionately in order to provide all participating libraries with a nearly equal response.

Note that observations are of visits and not people (i.e., patrons). Thus, some questions dealing with patron data had to be given special weighting to take into account the fact that frequent visitors have a higher probability of entering the sample than infrequent visitors. The frequent visitors may have different library use behavior than infrequent visitors, thus a bias would be introduced for estimate made without proper weighting. An example of such weighting involves the average number of visits per visitor. A partial listing of the frequency distribution of observed visits is as follows:

Visits	Count	New Count
1	22	22.00
2	11	5.50
3	14	4.67
4	9	2.25
5	19	3.80
6	13	2.17
etc.	etc.	etc.

That is, 22 of 614 patrons who answered this question said they visited the library 1 time in the last 12 months. Eleven said they visited the library twice, and so on. The total count summed over all responses is 614. A new "weighted" count is found by dividing the count by number of visits. For example, the "new count" for 1 visit is 22.00 (i.e., 22 ÷ 1), for two visits it is 5.50 (11 ÷ 2), for 3 visits is 4.63 (14 ÷ 3), etc. The sum of "new counts" is 60.577 One can compute an average by cross-multiplying visits and new count and dividing by the sum of new count. However, the same result is achieved by dividing 614 by 60.577 = 10.14. This is the estimate of average number of visits per year per patron. Note that the unweighted average member of visits per year per patron is 44.8 Thus, by weighting a substantial bias in the estimate is avoided. An estimate of the total number of visitors is found by dividing 27 million total visits by 10.14, yielding 2.67 million visitors or 44.3 percent of the entire population of Massachusetts.

2.4 Cost Finding

The cost-finding data were obtained by visiting the 16 participating libraries and explaining how to collect the data. The process involves roughly allocating resources (i.e., staff, equipment, facilities, etc.) to 43 specific services and operational functions. Staff were given a work log, instructions, a list of services, and a description of the 43 services. Each staff member (or supervisor) was asked to allocate his/her time to the 49 services. The library director provided allocation of other resources. Data were input to a spreadsheet program to establish unit costs of principal services and operational functions. Some additional unit costs were obtained from the input/output responses and from a special study done in the Western Region. These data were compared with cost finding results of over 200 other libraries and resource sharing centers studied in the past by King Research.

Economies of scale were obtained from the cost finding results. Average unit costs of relevant services and operations were calculated at various amounts of units/transactions to determine economies of scale (if they exist); that is, whether the average costs decrease with increasing volume of units/transactions. With services in which economies of scale are achieved, there is a "critical mass" of volume above which increases in units do not result in appreciable decreases in average costs. Ideally, every library would operate at or above the "critical mass" so that minimum average costs would be achieved. Even though most libraries operate below the "critical mass" and average costs are above what they need be, they can incur minimum average costs through resource sharing among enough libraries to achieve the "critical mass." In order to determine how much "savings" could be achieved by Massachusetts libraries for each service, we computed existing costs and potential minimum costs for all libraries in the Commonwealth.

2.5 Survey Reliability

One cannot expect estimates of proportions, averages, totals, etc. taken from a survey to be exactly the same as the true population value. The difference between survey estimates and true population value is that attributable to survey errors. There are two types of error that can occur in surveys.

- **Sampling error**: The difference between an estimate (e.g., proportion, average, total) and the true population value is due to the fact that only a sample of values is observed. If the survey is a census (i.e., every unit in a population is observed) there would be no sampling error. Sampling error can be estimated from a random sample and is called standard error. Precision of survey sample estimates is a function of sampling error.
- **Non-sampling error**: This error, sometimes called bias, is that part of the difference between an estimate and the true population value which is due to mistakes in survey processes or imprecision of survey communication. Attempts are rarely made to measure non-sampling error because of the extreme difficulty of doing so. Accuracy of survey sample estimates is a function of non-sampling error.

Sampling error is measured by standard error. The size of estimate standard error, in turn, is affected by four factors (discussed later).

One way of expressing statistical precision is by statistical confidence intervals which are a function of the size of the standard error. That is, the larger the standard error the larger the confidence interval. An example is given to describe confidence intervals. An example confidence interval for an estimated proportion of 0.50 (or 50%) with a simple random sample size of 600 might be displayed as:

50% ± 2.0% at 68% level of confidence

This means that, if the survey were repeated many times (in the same manner), one would expect that 68 percent of the estimated confidence intervals would contain the true population value. In the confidence interval above (at 68% level of confidence), the standard error is 2.0 percent or the confidence interval is at one standard error. One can increase confidence by multiplying the standard error (2.0% in the example above) by a known factor: 1.64 to achieve 90 percent level of confidence or 1.96 to achieve 95 percent level of confidence. The factor for any level of confidence can be determined from most statistics books. If one wanted 95 percent level of confidence and the estimated standard error is 2.0 percent, the resulting confidence interval would be:

50% ± 4.0% (i.e., 3.5 × 1.96) at 95% level of confidence

At 68 percent level of confidence, the confidence interval is between 48.0 percent and 52.0 percent, and at 95 percent level of confidence, the confidence interval is between 46.0 percent and 54.0 percent. If an estimate is particularly important, one might want the confidence to be greater that 68 percent (i.e., one would want a higher proportion of confidence intervals to contain the true population value). Factors that affect statistical precision are as follows:

- **Sample size.** For the example, the estimates above are estimated from a sample size of 600 observations. If one doubled the sample size to 1,200, the confidence interval would decrease from 2.0 percent to 1.4 percent at the 68 percent level of confidence. If the sample were reduced to 300, the confidence interval would increase from 2.0 percent to 2.9 percent at 68 percent level of confidence.

- **Sample size relative to population size.** If the sample size were in fact the entire population, the confidence interval would be zero. The example above assumes that the sample size is very small compared with the population size. Since the sample size of some types of users may be reasonably high compared with the population of users, there is some gain in reduced confidence intervals. For the example above, if one assumes that a sample of 100 users of a service is from a population of 300 users the confidence interval would fall from 5.0 percent to 4.1 percent.

- **Inherent variability of observations.** If specified ratings of importance of or satisfaction with interlibrary lending and reference services ranged from 1 to 5, the confidence interval for the estimated average level of performance would probably be greater than estimates in which ratings ranged from 3 to 5.

- **Statistical sample method.** A survey can be improved in terms of decreasing estimated confidence levels (at a given sample size) by statistical sample methods (e.g., stratification, ratio estimation, etc.).

Examples of one standard error (i.e., 68% level of confidence) for various sample sizes and estimated proportions (%) are given below, assuming a random sample:

TABLE 2.1

STANDARD ERRORS OF ESTIMATED PROPORTIONS (%)
Estimated Standard Errors of Proportion; By Sample Size and Estimated Proportions and Complements

Sample Size	5%/95%	10%/90%	20%/80%	30%/70%	40%/60%	50%
25	4.3	6.0	8.0	9.2	9.8	10.0
50	3.1	4.2	5.7	6.5	6.9	7.1
75	2.5	3.5	4.6	5.3	5.7	5.8
100	2.2	3.0	4.0	4.6	4.9	5.0
150	1.8	2.4	3.3	3.7	4.0	4.1
200	1.5	2.1	2.8	3.2	3.5	3.5
250	1.4	1.9	2.5	3.0	3.1	3.2
400	1.1	1.5	2.0	2.3	2.4	2.5
600	0.9	1.2	1.6	1.9	2.0	2.0

Note that complementary proportions (i.e, 95% for 5%, 70% for 30%, etc.) have exactly the same standard errors. Note also that one can choose the desired level of confidence by multiplying the standard error in the table by the appropriate factor mentioned above. This table can be used to determine sample sizes initially or to test approximate statistical precision of survey results. For example, if one expects about 30 percent of users to have borrowed books on their last visit and one is willing to accept estimates between 25 percent and 35 percent at 68 percent level of confidence, a sample size of about 85 is sufficient. Note, however, that this means 85 completed responses (not the number of questionnaires handed out or mailed). Assume that a sample of 632 responses was received and the proportion of users who asked a librarian to help by looking through reference materials was estimated to be 10 percent. The confidence level of this estimate would be about 1.2 percent at the 68 percent level of confidence or 2.4 percent at the 95 percent level of confidence.

Non-response error is a source of sampling error. When surveys are done, some individuals refuse or neglect to respond. There are two kinds of non-responses. One kind is where a respondent refuses or neglects to respond at all (i.e., unit non-response), and the other is when the respondent doesn't answer a specific question (i.e., item non-response). This happens most often with self-administered questionnaires, less with telephone interviews and least with personal interviews. The problem is that those who choose not to respond to the survey, or to specific questions, may be different from those who do and, therefore, their responses might be different. For example, for a survey about library use, users may be more likely to respond than non-users because of their interest in the service. However, non-users usually would have fewer questions to answer, which counter-balances the above. Regardless, one must be concerned with this source of error. An example is given below to demonstrate the potential effect of this kind of error. Assume that we are attempting to estimate the proportion of patrons who are familiar with, or aware of, a library service. If we assume an initial sample of 800 professionals and an ending sample of 600 (i.e, 75% response rate) one might have the following results.

75% Response Rate

Respondents (600)	Non-Respondents (200)	True Value
80.0% aware	90.0% aware	82.5% true value
	80.0% aware	80.0% true value
	70.0% aware	77.5% true value
	60.0% aware	75.0% true value
	50.0% aware	72.5% true value
	40.0% aware	70.0% true value

This example shows that if the awareness of 600 respondents were 80.0 percent and awareness of non-respondents were 90.0 percent, the true population value would be 82.5 percent (or 2.5% above the survey estimate). Even if the awareness of non-respondents were half that of respondents (an unlikely event), the true population value would be 70.0 percent (or 10% below the survey estimate) which, for decision-making purposes, is not appreciable. However, one can see as response rates go down the potential error will be exacerbated.

50% Response Rate

Respondents (400)	Non-Respondents (400)	True Value
80.0% aware	90.0% aware	85.5% true value
	80.0% aware	80.0% true value
	70.0% aware	75.0% true value
	60.0% aware	70.0% true value
	50.0% aware	65% true value
	40.0% aware	60.0% true value

25% Response Rate

Respondents (200)	Non-Respondents (600)	True Value
80.0% aware	90.0% aware	87.5% true value
	80.0% aware	80.0% true value
	70.0% aware	75.5% true value
	60.0% aware	65.0% true value
	50.0% aware	57.5% true value
	40.0% aware	50.0% true value

It is desirable to achieve at least 50 percent response rates. This was done with all but school libraries in the Input and Output Survey. It is better to design the survey with fewer responses and devote resources to getting a sufficiently high response rate than to spend a lot on a large sample but achieve low response rates.

SECTION 3

CURRENT STATUS OF PUBLIC LIBRARIES IN MASSACHUSETTS

3.1 Background

There are 374 public libraries in Massachusetts serving just over six million residents (6.016 million). This comes to an average of about 16,100 residents per library. Nationally the average is about 27,300 residents per library. Of the six million residents, over one-half of them are estimated from the input and output survey of public libraries to be registered patrons (3.3 million). From the patron survey, we estimate that 44 percent of the residents use public libraries (i.e., 2.7 million). The American Library Association quotes a figure of 66 percent of Americans nationally use public libraries based on a national Louis Harris telephone survey. However, our surveys have never reached that high a proportion. We estimated that there are about 27 million visits to the public libraries in Massachusetts (input and output survey of libraries). Total circulation in 1990 is estimated (input and output survey) to be 36.9 million times or 6.2 items circulated per capita. The national average in 1989 is 5.6 items per capita. Growth of circulation in Massachusetts over time is given as follows from Massachusetts Public Library Data (note that population data are different than above):

Year	Circulation (millions)	Circulation per capita
1986	32.1	5.64
1987	32.0	5.56
1988	33.1	5.72
1989	36.0	6.18
1990	36.9	6.36

Thus, it appears that circulation is growing in total, as well as on a per capita basis.

In Section 3.2, we discuss public library income, expenditures, and resources such as staff, systems, and facilities. In Section 3.3, we describe services (i.e., access to collections, circulation, reference activities, etc. and some operations outputs. Section 3.4 discusses results of a patron survey. Sources of data reported here include Massachusetts Public Library Data FY90, Massachusetts Board of Library Commissioners, May 1991; Public Libraries in 50 States and the District of Columbia: 1989, National Center for Education Statistics, April 1991; two project surveys -- input and output survey of public libraries, and public library patron survey; project cost finding study; and selected other sources.

3.2 Public Library Income, Expenditures, and Resources

In this section, we present Massachusetts Board of Library Commissioners (MBLC) statistics for public library income and expenditures as well as some information concerning specific resources such as collection, staff, computer equipment, and facilities. A summary of 1990 income and expenditures is given in Table 3.1. Total operating income for public libraries in Massachusetts in 1990 is $117 million. Total expenditures (reported by NCES) for 1989 were $125 million or $21.20 per capita. This compares with a national per capita income of $17.20. Appropriated municipal income in 1990 was $106.5, which is 91 percent of operating income. In 1989, (NCES statistics) local income was 82.3 percent of all income compared with 81.2 nationally. Income from the Commonwealth in 1989 was $15.6 million or $2.65 per capita, compared with $1.37 per capita nationally.

Over the years, operating income for public libraries has increased from $14.60 per capita in 1986 to $20.17 per capita in 1990. This increase is shown for the past five years as follows:

TABLE 3.1

PUBLIC LIBRARY INCOME AND EXPENDITURES

Total Operating and Municipal Income and Total Operating, Salary, and Material Expenditures By Region and Size: Massachusetts, 1990

	Total Operating Income ($ millions)	Municipal Income ($ millions)	Total Operating Expenditures ($ millions)	Salary Expenditures ($ millions)	Material Expenditures ($ millions)
REGION					
East	90.7	83.3	88.3	62.0	14.2
Central	13.0	11.8	12.6	8.6	2.2
West	13.3	11.4	13.2	9.3	2.2
SIZE					
Small	4.2	3.5	4.4	2.2	1.0
Mid-small	8.7	7.5	8.2	5.3	1.7
Mid-large	28.5	26.2	27.5	19.2	4.9
Large	75.6	69.4	74.2	53.2	11.0
Total	117.0	106.60	114.30	79.90	18.60

SOURCE: MBLC Massachusetts Public Library Data, May 1991

Size of Library: Small - 250-16,000 items circulated; Mid-small - 16,000-54,000; Mid-large - 54,000-142,000; Large - over 142,000;

Operating Income Per Capita

Year	($)	($ Constant)
1986	14.60	15.46
1987	16.61	17.14
1988	18.12	18.12
1989	19.64	18.13
1990	20.17	17.95

Constant dollars adjusted by GNP price deflator.

Thus, operating income on a per capita basis may be started on a downward trend in constant dollars (i.e., taking inflation into account). Appropriated municipal income is also currently showing a downward trend. The per capita income in constant dollars rose from $14.62 in 1986 to $16.54 in 1989 and is $16.34 in 1990.

Total public library operating expenditures in 1990 was $114.3 million or $18.97 per capita (see Table 3.1). In 1989 (NCES), the reported amount was $19.18 per capita compared with $15.10 nationally.

National statistics for collection and staff expenditures in 1989 show that Massachusetts' expenditures are higher than national results on a per capita basis for both resources (i.e., $2.49 per capita vs. $3.29 for collections and $9.81 vs. $13.00 for staff -- national and Massachusetts, respectively). The proportion of expenditures for staff in Massachusetts tends to be higher than observed nationally (68.4% for Massachusetts vs. 62.4% nationally). The pattern for expenditures in Massachusetts over the last five years is similar to that of operating income, as shown in Table 3.2. Per capita total expenditures and expenditures for both materials and staff have, in constant dollars, risen from 1986 to a peak in 1988 or 1989 and at that point they have essentially leveled off or dropped. Note that some decline may be attributable to use of the 1990 census data to calculate per capita expenditures in constant dollars.

TABLE 3.2

PUBLIC LIBRARY OPERATING EXPENDITURES

Total, Materials and Salary Expenditures; By Current and Constant Dollars
By Year: Massachusetts, 1986-1990

Year	Total Operating Expenditures			Salary Expenditures			Materials Expenditures		
	($ millions)	Per Capita		($ millions)	Per Capita		($ millions)	Per Capita	
		($ Current)	($ Constant)		($ Current)	($ Constant)		($ Current)	($ Constant)
1986	80.6	14.28	15.12	55.0	9.75	10.33	13.3	2.35	2.49
1987	92.2	16.08	16.60	62.6	10.92	11.27	15.8	2.76	2.85
1988	101.6	17.64	17.64	69.7	12.10	12.10	16.9	2.94	2.94
1989	110.4	19.13	17.66	76.4	13.25	12.23	18.3	3.17	2.93
1990	114.1	19.68	17.51	79.9	13.77	12.25	18.6	3.20	2.85

SOURCE: MBLC Massachusetts Public Library Data May 1991

The proportion of expenditure attributable to staff salaries is 70 percent, up slightly over the years (68.2% in 1986). Referring to Table 3.1, salary expenditures tend to be greatest for larger libraries and less for smaller ones. The difference among regions is not substantial; ranging from 68.3 percent in the Central Region to 70.5 percent in the Western Region. In 1989, Massachusetts averaged 6.0 paid full-time equivalents (FTEs) per 10,000 population compared with 4.3 FTEs nationally (NCES). More of these Massachusetts staff members are librarians with a Master of Library Science degree from an accredited college or university than observed nationally (65.7% vs. 61.9%).

The average salary per FTE is $21,800 in Massachusetts compared with $22,100 nationally; thus, the difference in per capita staff salary expenditures between Massachusetts and national results appears to be attributable to having more paid staff than to differentials in salaries.

Thus, it seems clear that Massachusetts has, at least until very recently, adequately funded public libraries and that the quality of staff indicated by education level is good compared with other states. In fact, Massachusetts ranks 10th of 50 states plus the District of Columbia in total income per capita; 11th in total expenditures per capita, and 8th in number of paid FTEs per capita. However, trends suggest that Massachusetts may well have begun on a downward trend. John Ramsay (MBLC staff member) reported some consequences of this trend to the Library Commissioners on April 11, 1991, from a survey performed on Fiscal Year 1991 data and projections for 1992. The survey was sent to all library directors on January 19, 1991. Through March 25, 283 responses were received from a possible total of 348 communities that operate public libraries, for an 81 percent response rate. The survey sought to answer the following four questions:

1. What changes have taken place in FY91 municipal appropriations for libraries since the start of the fiscal year?

2. Are libraries managing to comply in FY91 with the hours open and materials expenditure requirements (Standards 3 & 5)?

3. What effect have the budget woes of FY90 and 91 had on library services and accounts?

4. What is the forecast for libraries for FY92, as gleaned from budget preparation guidelines from local finance committees?

Results of the survey are quoted below:

1. Changes in appropriations during FY91:

Almost 70 percent of library budgets (196 of 283) have remained the same during FY91 (thus down in constant dollars). Twelve percent (35) received increases since the start of the year, primarily due to retroactive salary increases. Eighteen percent (52) experienced losses. The combined bottom line has basically remained the same since the start of the fiscal year (0.3% increase). The median percentage cut was just over 6 percent, but 9 libraries have seen their initial budget figures reduced by over 20 percent.

It is useful to place this information into a broader contest. We have compared the current FY91 appropriation figures with the final figures for FY89, which was the last fiscal year before the current crisis really took hold. As we have seen from previous reports, in the period from FY82 through FY89, municipal library appropriations statewide were increasing by an average of about 8 percent annually. From FY89 through this point in FY91, the increase has been only 2.8 percent (i.e., below inflation rates). If we assume that the figures we have received through this survey will hold through the end of FY91, libraries will have seen bottom line increases in municipal appropriations in this period of less than 1.5 percent on average. Most communities (79.4% or 212 of 267 for which we had data for both years) increased their appropriations, with 20.6 percent (55 of 267) decreasing their library budgets. Although the median cut is 8 percent, 11 (or 4%) have had cuts of over 20 percent in that 2 year period. In those communities, library service has been devastated. That number may be on the rise.

2. Compliance with minimum standards during FY91:

Over 7 percent (21) of the libraries reported that they are not currently complying with Standard 3, the hours open requirement. Over 9 percent (26 respondents) do not expect to spend enough on materials to meet Standard 5. Compliance with these two standards, as we learned from last year's FY90 survey, becomes especially difficult in fiscally distressed times.

Libraries typically have two main choices when confronting substantial budget shortfalls: reduce personnel costs (which often results in not meeting the hours open requirement), or drastically cut the materials budget. In speaking with directors, most would prefer in the short term to reduce materials expenditures, since it is usually easier to make up lost ground in materials than it is to unfreeze positions and locate and rehire trained personnel. In dire straits, unfortunately, cuts in both personnel (hours) and materials are required.

3. Effects of cuts on services and budget items since FY89:

Apart from standards compliance, the fiscal crisis of FY90 and FY91 has so far had a substantial effect on service levels. Over 29 percent of these responding report reduced main library hours. Twelve libraries have had to cut back branch library hours. Another 9 reported that they have closed a combined 19 branches. Over 22 percent (64 libraries) have had to lay off personnel, with the tally of layoffs reported as over 137 FTEs. These figures should be seen in relation to the responses to our question about other effects, in which another 19 libraries mentioned reduced part time hours or positions unfilled. This brings the total with personnel reductions to 83 or 29 percent. Just under 36 percent have experienced significant reductions in their materials budgets. Seven report bookmobiles ceasing operation.

Other areas being cut back include:

ITEM	# Reporting	% of Respondents
children's services	35	12.4
young adult programs	24	8.5
adult programs	28	9.9
network costs	7	2.5
in state travel	42	14.8
out of state travel	44	15.5
continuing education	42	14.8
capital projects	46	16.3

Other budget casualties that were mentioned by respondents were: professional memberships, public relations, repair and binding of materials and deferred building maintenance.

4. Forecasts for FY92:

Most cities and towns are very uncertain about their fiscal futures. Twenty-three percent (66 libraries) said they had received no bottom line budget guidelines for FY92, and 31 (11%) had been told to prepare several budgets depending on the level of funding eventually available to the community. These combine for 97 libraries (34%).

87 communities are predicting real level funding, meaning there will be no increase in the bottom line from FY91. Under 9 percent expect small increases, with another 11 percent planning on level funding expenses and getting funds to cover cost of living or step pay increases. Forty-three (15%) are definitely preparing for cuts, with the largest group of these (20) expecting cuts of over 8 percent. One library reported that it has been told it will most likely have to close in FY92, and we have hard reports of others whose entire budgets or a good portion of their operating budgets will be placed in the hands of override votes.

Staff of the Data Analysis and Research Unit have been receiving dire reports from libraries that have never even come close to not complying with maintenance of effort provisions or standards in past years.

> So, no one really knows at this point what to expect for FY92. It is clear, however, that FY92 will be extremely difficult for municipalities, their libraries and the Commonwealth. This will mark an unprecedented third straight year of basically level funding for libraries, with the potential for dramatic cuts to become the norm rather than the exception.

Mr. Ramsay also discussed considerations on administering the FY92 LIG/MIG program s a follows:

> Many challenges obviously confront municipalities and their libraries for FY92. Even looking at FY91, there would have been many more than 30 to 40 communities not meeting the Municipal Appropriations requirement if we had used original FY90 appropriations in calculating the requirement rather than the final figures that reflected reduced municipal budgets. Additionally, if we had used actual or final figures for FY91's appropriations instead of original amounts, the number of waivers would have been even greater still. The fact is that the formula simply is not working in the current economic climate, and probably needs adjusting to make it more reflective of the realities cities and towns are facing. Whatever solution is reached, we hope that it will still encourage communities to treat their libraries fairly in relation to the fiscal constraints they are facing.
>
> In the past, the argument has been made that use of libraries increases as the economy declines. This is borne out by the fact that FY90 circulation statewide was up between 4 and 5 percent over FY89. Reports from libraries thus far in FY91 indicate even greater rises. The idea of borrowing materials for information, education and leisure instead of purchasing them makes good economic sense with so many people out of jobs (9.3% unemployment as of February) or with considerably less discretionary income than in the past.
>
> The continuation of accommodations to compliance with Standards 3 and 5 should be considered, once again with an eye toward encouraging full compliance whenever possible. These requirements still have some relevance, since libraries need to be open enough hours to meet increasing demands, and materials must be available to meet the reading and informational needs of the public they exist to serve.

Capital outlay for Massachusetts public libraries in 1989 (NCES) was $24.4 million or $4,178 per 1,000 population. Nationally per capita (1,000 population) capital outlay is $1,878. Patience Jackson, Library Building Consultant, MBLC, reports a major overhaul is needed for public library buildings in Massachusetts. A 1987 survey of all Massachusetts public library buildings and more recent information obtained in 1989 shows that:

- 206 (56%) buildings need major renovation or a new building, and
- 31 (8%) buildings need only handicap access and rest rooms.

The estimated cost in 1990 dollars is $241.5 million for 237 buildings, or ten times the outlay in 1989. Recent grant activity is summarized as follows:

Source of Grant	Letters of Intent	Cost of Proposed Construction (millions)	Eligible For ($ millions)	Number Funded	Grant Amount
1989 State Grant Program	125	236.6	138.2	59	35.0
LSCA Title II FY92 Grant Round	9	16.0	6.4		0.42

In the past one hundred years, Massachusetts has funded one statewide construction grant round, in 1987. Some of the 59 projects funded under that authorization will not finish construction until 1994 or even 1995.

The need for library construction and renovation is approximately $241 million for 237 buildings. If the need for library construction in Massachusetts were to be funded by the State at a rate of 40 percent, which seems reasonable in view of the ongoing school construction programs, which can be funded up to 75 percent, the need for state funding at the 40 percent level would be $96 million in current dollars. Spread over a ten-year period, that would mean an expenditure of state funds for a library construction grant program of $9 million per year. And with such an ongoing grant program, most libraries in the State would be handicap-accessible by the year 2001, with updated systems and wiring and a clean place to sit down.

Extent of the use of automation is summarized in Table 3.3 by size of library. The most frequent use of automation is for interlibrary loan (45.5% of libraries), cataloging (43.3%), and circulation (35.8%). As might be expected, larger libraries are much more likely to use automation than smaller ones.

TABLE 3.3

USE OF AUTOMATION BY PUBLIC LIBRARIES

Proportion of Libraries That Reported Use of Automation for Various Library Functions; By Size of Library; Massachusetts, 1990

Function Automated	Size of Libraries				Total (%)
	Small (%)	Mid-Small (%)	Mid-Large (%)	Large (%)	
Circulation	3.2	16.0	41.9	91.9	35.8
CD-ROM (staff)	3.2	-	3.2	35.1	10.2
Acquisitions	7.5	19.2	22.6	38.3	21.9
Cataloging	9.7	30.9	55.9	76.6	43.3
Catalog Production	9.7	19.2	25.8	46.8	25.4
PAC	5.4	10.6	29.0	60.6	26.5
Serials Control	5.4	3.2	3.2	18.1	7.2
ILL	14.0	40.4	65.6	62.8	45.5
Electronic Doc. Del./Fax	2.2	4.3	19.4	48.9	18.7
Electronic Mail	6.5	26.6	36.6	58.5	32.1
Electronic Bulletin Board	5.4	10.6	17.2	31.9	16.6
Budgeting/Accounting	7.5	16.0	30.1	54.3	27.0

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250 - 16,000 items circulated; Mid-small - 16,000 - 54,000; Mid-large - 54,000 - 142,000; Large over 142,000;

3.3 Public Library Services and Operations Output

In this section, we summarize the amount of services provided in terms of number of patrons, visits, library holdings available to patrons, circulation, interlibrary loan, reference activity, access to microcomputers and other equipment, special programs, and outreach programs. The MBLC provides data and tends for circulation. Other data are provided from the public library input and output survey. National comparisons are available for collection sizes, circulation, reference activity, and service hours.

Table 3.4 gives estimated number of registered patrons and visits to public libraries in Massachusetts. The number of registered patrons is about 3.3 million or 54.7 percent of residents in Massachusetts in 1990. The number of visits is estimated to be 27.0 million or 4.54 visits per capita in 1990. In 1989, the national average amount of visits (attendance) was 2.63 per capita. From the patron survey we estimate that 17.2 percent of the visits are by persons who do not live in the library's municipality and 10.6 percent are by persons who neither live nor work in the municipality. The proportion of patrons who do not live in the library's municipality is 22.6 percent, and 19.6 percent of the patrons neither live nor work in the municipality. Thus, non-resident patrons clearly do not use the library as frequently as resident patrons.

We have three current sources of information concerning public library collections in Massachusetts. The first set of data involves 1990 statistics reported to MBLC. These data involve number of holdings which include both print and non-print materials. The second set of data includes estimates from the input and output survey of public libraries. The 1990 data include book volumes (i.e., books, bound periodicals, government documents, etc.) in collections (as well as numbers added and deleted), current periodical titles, and audiovisual materials (total and numbers added and deleted). The third set includes data collected from the National Center for Education Statistics. These data give total book and serial volumes, current serial subscriptions, and audiovisual materials.

TABLE 3.4

PUBLIC LIBRARY PATRONS AND VISITS

Total Number of Registered Patrons, Non-Resident Patrons and Visits; By Region and By Size of Library: Massachusetts, 1990

	Registered Patrons (000)	Non-Resident Patrons (000)	Visits (millions)
REGION			
East	2,407	79	20.4
Central	406	29	3.2
West	478	37	3.4
SIZE			
Small	135	3	1.3
Mid-small	306	8	1.5
Mid-large	824	28	4.6
Large	2,026	105	19.5
TOTAL	3,291	144	27.0

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250-16,000 items circulated; Mid-small - 16,000- 54,000; Mid-large - 54,000-142,000; Large - over 142,000;

Holdings in Massachusetts public libraries 1990 are estimated to be about 28 million volumes. This amount has remained fairly constant on a per capita basis over the past five years as shown below (MBLC):

Year	Total Holdings (millions)	Holdings Per Capita
1986	27.6	4.84
1987	27.7	4.82
1988	28.0	4.84
1989	28.0	4.80
1990	28.0	4.83

Using 1990 Census population, the average holdings in 1990 were 4.66, thus holdings may actually be decreasing, depending on the number of holdings of non-responding libraries.

Table 3.5 gives another measure of public library collection sizes in Massachusetts (input and output survey). In 1990, it was estimated that there are 22.4 million total book volumes in the collection (not including bound periodicals, etc. and non-print materials as given above). Over one million volumes (1.1 million) were added in 1990 and 680,000 volumes deleted for a net increase of about 430,000 volumes. We also estimated that there are about 48,600 current periodical titles. Audiovisual materials include 1.08 million items, with more estimated to be deleted than added (106,000 deleted vs. 95,000 added), although 53,000 of the items deleted were reported from one public library in the Western Region. National statistics for 1989 give an estimate of 26.9 million book and serials volumes (compared with MBLC 28 million total holdings). They also report 61,900 serial subscriptions (compared with 1990 input and output estimate of 48,600 periodical titles). NCES also reports over one million audiovisual materials, including 974,000 audio materials, 12,500 films and 88,000 video material. On a per capita basis, average book and serial volumes are 4.59 for Massachusetts and 2.33 nationally. In Massachusetts there are about 166 serial subscriptions per 1,000 residents (74 nationally), 2.14 audio items per 1,000 (2.86

nationally), 15 films per 1,000 (13 nationally), and 10.6 video items per 1,000 (6.8 nationally). Thus, Massachusetts stacks up well for collection sizes of all types of materials but audio.

TABLE 3.5

PUBLIC LIBRARY COLLECTION SIZES

Total Book Volumes in Collection, Current Periodical Titles, and Number of Audiovisual Materials; By Additions and Deletions; By Region and Size: Massachusetts, 1990

	Book Volumes in Collection			Current Periodical Titles (000)	Audiovisual Materials		
	Total (millions)	Added (millions)	Deleted (millions)		Total Items (millions)	Added (000)	Materials Deleted (000)
REGION							
East	15.4	0.79	0.50	34.0	0.78	61.42	23.94
Central	2.3	0.14	0.07	6.3	0.10	22.70	2.14
West	4.7	0.18	0.11	8.3	0.20	10.88	80.40
SIZE							
Small	1.5	0.06	0.05	3.6	0.03	2.24	0.13
Mid-small	2.3	0.12	0.07	6.1	0.10	7.84	3.72
Mid-large	4.5	0.23	0.14	10.7	0.17	16.06	4.80
Large	14.1	0.70	0.42	28.2	0.78	68.85	97.82
TOTAL	22.4	1.11	0.68	48.6	1.08	95.00	106.48

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250-16,000 items circulated; Mid-small - 16,000- 54,000; Mid-large - 54,000-142,000; Large - over 142,000;

Circulation data for 1990 are provided by MBLC. They indicate 36.9 million items circulated in that year. They also show growth of circulation per capita over the past five years as follows:

Year	Circulation (millions)	Circulation Per Capita
1986	32.1	5.64
1987	32.0	5.56
1988	33.1	5.72
1989	36.0	6.18
1990	36.9	6.36

The average amount of circulation, using 1990 Census data, is 6.13 items circulated per capita. Circulation data were also determined from the input survey of public libraries. These data are summarized in Table 3.6. We estimate from this survey that 36.9 million items are circulated (i.e., 6.13 items per capita) of which 32.4 million involve residents of the libraries' municipalities and 4.5 million involve non-residents. Thus, about 12 percent of circulation is estimated to involve non-residents. Nationally, in 1989, NCES reported that Massachusetts residents averaged 6.08 items circulated per capita, compared with 5.6 nationally.

The MBLC reports 162,484 interlibrary loans from public libraries in 1989 and 171,695 items loaned to public libraries. From national statistics, these amounts are greater than observed for national results. Numbers of interlibrary loans are given below, averaged for items per 1,000 residents:

	Massachusetts	National
Items Borrowed	29.54	22.26
Items Loaned	27.77	19.07

In both instances, items borrowed exceeds items loaned. More is said about interlibrary lending and reciprocal borrowing in Section 7.

TABLE 3.6

PUBLIC LIBRARY CIRCULATION

**Total Circulation by Residents and Non-Residents;
By Region and By Size of Library: Massachusetts, 1990**

	Circulation To Residents (millions)	Circulation To Non-Residents (millions)	Total Circulation (millions)
REGION			
East	22.8	2.9	25.7
Central	4.0	0.6	4.6
West	5.6	1.0	6.6
SIZE			
Small	1.1	0.1	1.2
Mid-small	3.0	0.2	3.2
Mid-large	7.4	0.6	8.0
Large	20.8	3.6	24.4
TOTAL	32.4	4.5	36.9

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250-16,000 items circulated; Mid-small - 16,000- 54,000; Mid-large - 54,000-142,000; Large - over 142,000;

Reference activity is provided from the input and output survey of public libraries. These results are summarized in Table 3.7. The amount of reference activity involves about 1.2 million directional reference searches (under 2 minutes); 303,000 online bibliographic database searches; 22,000 online searches of other databases, 146,000 CD-ROM searches; and 174 research with analysis done. Altogether (not including directional reference) there were about 336 reference searches per 1,000 residents in Massachusetts compared with 920 nationally. Note, however, that definition of reference searches may differ here.

TABLE 3.7

PUBLIC LIBRARY REFERENCE SERVICE:

Proportion of Libraries and Total References Searches Performed; By Region and Size: Massachusetts, 1990

	Directional Reference		Brief Reference		Manual Searches		Online Bibliographic		Online Other		CD-ROM Searches		Research Analysis	
	(%)	(000)	(%)	(000)	(%)	(000)	(%)	(000)	(%)	(000)	(%)	(000)	(%)	(000)
REGION														
East	93.0	995	93.5	730	90.5	216	36.7	281	15.1	22	32.7	135	12.1	75
Central	88.9	143	90.3	530	84.7	30	13.9	7	-	-	5.6	0.1	16.7	•
West	67.0	52	65.1	53	58.3	15	9.7	16	-	-	10.7	11.0	7.8	99
SIZE														
Small	58.1	31	55.9	23	48.4	10	7.5	16	2.2	•	7.5	2.0	5.4	99
Mid-small	90.4	34	92.6	25	86.2	14	14.9	34	4.3	2	1.1	0.1	7.5	9
Mid-large	93.6	183	95.7	112	92.5	34	23.7	5	10.8	•	10.8	•	11.8	10
Large	96.8	944	96.8	1,152	93.6	203	53.2	248	14.9	20	66.0	144	22.3	56
TOTAL	85.0	1,190	85.0	1,313	80.2	261	24.6	303	8.0	22	21.4	146	11.8	174

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250 - 16,000 items circulated; Mid-small - 16,000 - 54,000; Mid-large - 54,000-142,000; Large - over 142,000;

• Either non-response or too small.

Access to special equipment and systems is summarized in Table 3.8. This table gives an estimate of the proportion of public libraries providing patron access to various systems (e.g., public access catalog, external databases) and special equipment. About one-fourth of the libraries provide access to online public access catalogs (OPAC). Very few small libraries offer this service (5.4%), and the larger the libraries to provide access as they become larger. The same can be said of patron access to external databases where 9.1 percent of libraries provide this service. A much higher proportion of libraries provide patron access to special equipment. About 80 percent of the libraries provide access to photocopiers (including pay machines). Over 90 percent provide this service for all but small libraries (38.7%). Other special equipment includes microfilm reader/printers (47.3%), microcomputers or terminals (38.0%), video equipment (36.9%), audio equipment (33.2%) and CD-ROM (22.5%). Small libraries are much less likely to provide such services than large libraries.

In order to provide online public access catalogs, the libraries must do retrospective conversion of catalog records. Table 3.9 shows that 9.1 million records have been converted in MARC and about 500,000 in non-MARC. About 5.2 million titles (35%) are said not to be converted. Note that total book volumes are said to be 22.4 million, but this includes bound periodicals, government documents, etc. Less than one-half of the collections of smaller libraries have been converted.

TABLE 3.8

PUBLIC LIBRARY PATRON ACCESS TO SPECIAL EQUIPMENT/SYSTEMS:

Proportion of Libraries That Provide Access; By Type of Equipment; By Region and Size: Massachusetts, 1990

	OPAC (%)	External Database (%)	Micro/ Terminals (%)	CD-ROM (%)	Photocopier (%)	Microfilm Reader/Printer (%)	Audio Equipment (%)	Video Equipment (%)
REGION								
East	42.1	13.6	48.7	34.2	90.0	58.3	38.7	41.1
Central	11.1	2.8	30.6	9.7	91.7	41.7	30.6	38.9
West	5.8	4.9	21.4	7.8	51.5	30.1	23.3	27.2
SIZE								
Small	5.4	3.2	7.5	3.2	38.7	5.4	17.2	15.1
Mid-small	10.6	1.1	30.9	2.1	91.5	26.6	25.5	38.3
Mid-large	32.3	9.7	39.8	17.2	92.5	62.4	30.1	34.4
Large	56.4	22.3	73.4	67.0	96.8	94.7	58.5	59.6
TOTAL	26.2	9.1	38.0	22.5	79.7	47.3	33.2	36.9

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250 - 16,000 items circulated; Mid-small - 16,000 - 54,000; Mid-large - 54,000 - 142,000; Large - over 142,000;

TABLE 3.9

PUBLIC LIBRARY RETROSPECTIVE CONVERSION:

Total Titles Retrospectively Converted: By MARC and Non-MARC and Number Not Converted; By Region and By Size: Massachusetts, 1990

	Retrospective Conversion		Not Retrospectively Converted (millions)
	MARC (millions)	**Non-MARC (millions)**	
REGION			
East	6.87	0.44	3.33
Central	0.68	0.04	0.64
West	6.56	0.05	1.27
SIZE			
Small	0.39	0.00	0.44
Mid-small	0.34	0.01	0.88
Mid-large	1.34	0.21	1.34
Large	7.03	0.30	2.58
TOTAL	9.10	0.53	5.24

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250-16,000 items circulated; Mid-small - 16,000- 54,000; Mid-large - 54,000-142,000; Large - over 142,000;

Table 3.10 indicates the proportion of libraries that provide special programs. About 91.7 percent of the libraries provide special children's programs (34,300 presentations in 1990). Even 80 percent of small libraries provide this important service. Across all libraries, they average about two presentations of children's programs per week per library. About two-thirds of the libraries provide general interest programs (3,200 presentations). About one-fourth provide young adult's programs (1,100 presentations).

A substantial number of persons are reached by bookmobiles or vans. In fact (see Table 3.11), about 3,400 persons are serviced in underserved geographic areas) 13,000 in nursing homes; 300 in detention centers; and 5,600 other persons. Altogether, nearly one-half million items are circulated in this manner. More of this service is provided in the East and West Regions and from large libraries.

Public libraries also provide special services to persons with physical impairments (see Table 3.12). From the input and output survey of public libraries, it is estimated that about 800 persons with hearing impairment, 12,000 with visual impairment, and 2,000 physically handicapped persons are served by public libraries. Circulation to these persons is 7,100; 62,500; and 72,000 items respectively. These data are considered less reliable than other data reported on this survey.

Some public libraries indicate that they charge fees for some services (see Table 3.13). In fact, 79.3 percent of the libraries said they charge patrons for some services. Photocopying is the most common such service (75.6% of libraries). Some charge only non-residents. Patron holds is the second most frequent service involving a charge (20.9%). Large libraries are more likely to charge for services than smaller libraries, and libraries in the western Region are less likely to than those from the other two Regions.

TABLE 3.10

PUBLIC LIBRARY REFERRALS AND SPECIAL PROGRAMS:

Proportion of Libraries and Total Number of Referrals and Presentations by Type of Program; By Region and Size: Massachusetts, 1990

	Referrals To Company, Agencies, etc.		Special Programs							
			Children's		Young Adult's		General Interest		Other	
	(%)	(000)	(%)	(000)	(%)	(000)	(%)	(000)	(%)	(000)
REGION										
East	48.2	20.9	92.5	23.2	24.1	0.3	76.9	2.4	22.1	6.9
Central	25.0	1.8	98.6	5.0	31.9	0.2	55.6	0.4	11.1	0.1
West	29.1	46.0	85.4	6.1	21.4	0.6	50.5	0.4	9.7	0.5
SIZE										
Small	18.3	0.7	79.6	3.3	12.9	0.5	30.1	0.1	15.1	0.4
Mid-small	35.1	0.5	95.7	4.6	26.6	0.1	61.7	0.4	7.5	0.1
Mid-large	46.2	3.7	100.0	7.4	31.2	0.2	82.8	1.0	16.1	1.1
Large	54.3	63.8	91.5	19.1	27.7	0.3	87.2	1.7	28.7	5.8
TOTAL	38.5	68.7	91.7	34.3	24.9	1.1	65.5	3.2	16.8	7.4

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250-16,000 items circulated; Mid-small - 16,000- 54,000; Mid-large - 54,000-142,000; Large - over 142,000;

TABLE 3.11

PUBLIC LIBRARY OUTREACH BY BOOKMOBILES/VANS:

**Proportions of Libraries, Total Persons Served, Total Circulation;
By Type of Person Served; Region and Size: Massachusetts, 1990**

	Underserved Geographic Areas			Nursing Homes (%)			Detention Centers			Other		
	Prop. (%)	Person (000)	Circ. (000)	Prop. (%)	Persons (000)	Circ. (000)	Prop. (%)	Persons (000)	Circ. (000)	Prop. (%)	Persons (000)	Circ. (000)
REGION												
East	7.5	3.4	96.2	28.6	12.3	51.9	4.0	0.3	5.5	20.6	4.7	129.0
Central	4.2	*	32.6	11.1	0.1	6.6	*	*	*	15.3	0.1	1.6
West	2.9	*	69.5	15.5	0.6	18.1	1.0	0.1	1.6	14.6	0.8	94.7
SIZE												
Small	2.2	*	*	3.2	*	*	2.2	*	*	5.4	*	2.2
Mid-small	3.2	0.3	1.4	10.6	0.4	0.9	*	*	*	10.6	0.7	6.4
Mid-large	3.2	*	11.2	31.2	1.4	12.5	3.2	0.1	0.8	22.6	0.8	11.4
Large	13.8	3.0	185.7	41.5	11.2	63.1	4.3	0.2	6.3	33.0	4.1	205.3
TOTAL	5.6	3.4	198.3	21.7	13.0	76.6	2.4	0.3	7.1	17.9	5.6	225.3

SOURCE: King Research, Inc., Input and Output Survey of Public Library (N=374, n=232)

Size of Library: Small - 250-16,000 items circulated; Mid-small - 16,000- 54,000; Mid-large 54,000-42,000; Large - over 142,000;

* Either non-response or too small.

TABLE 3.12

PUBLIC LIBRARY SERVICES FOR PERSONS WITH IMPAIRMENTS

Proportion of Libraries, Total Persons Served, Total Circulation; By Type of Persons Served, By Region and Size: Massachusetts, 1990

	Hearing Impaired			Visually Impaired			Physically Impaired		
	Prop. (%)	Persons (000)	Circ. (000)	Prop. (%)	Persons (000)	Circ. (000)	Prop. (%)	Persons (000)	Circ (000)
REGION									
East	11.1	0.5	2.2	27.1	11.3	34.0	21.6	1.1	49.5
Central	8.3	*	2.3	11.1	0.2	5.9	16.7	0.1	6.1
West	7.8	0.3	2.6	19.4	0.5	22.6	10.7	0.9	16.7
SIZE									
Small	*	*	*	15.1	0.5	14.6	9.7	0.2	0.1
Mid-small	6.4	0.1	4.4	19.2	0.6	10.7	22.3	0.7	18.5
Mid-large	9.7	0.4	1.9	23.7	0.4	13.2	19.4	0.3	45.4
Large	22.3	0.3	0.8	30.9	10.6	24.1	19.2	0.8	8.2
TOTAL	9.6	0.8	7.1	21.9	12.0	62.5	17.6	2.1	72.3

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250-16,000 items circulated; Mid-small - 16,000- 54,000; Mid-large - 54,000-142,000; Large - over 142,000;

TABLE 3.13

PUBLIC LIBRARY FEES:

Proportion of Libraries That Charge For Services; By Region and Size: Massachusetts, 1990

	Any Service (%)	Online Searching	Photocopying	Rental Books	Video tape	Mtg. Room	Patron Holds
REGION							
East	84.7	5.0	83.9	19.1	6.5	19.1	29.2
Central	87.5	2.8	87.5	5.6	5.6	11.1	12.5
West	51.5	3.7	51.5	2.9	1.0	*	10.7
SIZE							
Small	41.9	*	41.9	*	*	*	3.2
Mid-small	83.0	3.2	83.0	5.3	2.1	4.3	5.3
Mid-large	82.8	1.1	82.8	12.9	4.3	11.8	15.1
Large	97.3	10.6	95.7	28.7	12.8	33.3	60.6
TOTAL	79.3	3.7	75.6	12.0	4.8	12.3	20.9

SOURCE: King Research, Inc., Input and Output Survey of Public Libraries (N=374, n=232)

Size of Library: Small - 250 - 16,000 items circulated; Mid-small - 16,000 - 54,000; Mid-large - 54,000 - 142,000; Large - over 142,000;

* Either non-response or too small.

3.4 Public Library Use in Massachusetts

Public libraries in Massachusetts are estimated to be visited about 27 million times annually.[3] Since there are about 6 million residents in the Commonwealth, the average number of visits is 4.5 visits per capita. The average visits per patron is estimated to be 10.1,[4] thus the estimated number of persons who visited public libraries is 2.67 million (i.e., 27 million ÷ 10.1) or 44.3 percent of residents in Massachusetts. The Public Library Association reports from a national telephone survey that 66 percent of all residents in the U.S. use public libraries (although we believe that proportion may be too high). Type of visitors to public libraries are displayed in Figure 3.1. Type of visitor is classified here by work or life role (i.e., student, homemaker or employed by small business, other businesses, government agency, etc.). Persons employed by companies (large), government agencies, and other organizations (e.g., educational institution, etc.) comprise the patron characteristic with the most visits (44%). Homemakers account for 16 percent of the visits and those seeking employment or retired 23 percent. Those employed in small businesses (under 50 employees) involve 16 percent of visits and students 4 percent. These data are given in Table 3.14 by size of library. No clear pattern of type of visitor emerges from size of libraries.

A somewhat different pattern of public library use emerges when one considers the patrons as opposed to visits (or visitors) as discussed above. The proportion of patrons with various life or work roles who visited public libraries at least once in the past 12 months is displayed in Figure 3.2. Note that these data include only adults. The pattern is quite different from -- visitors (i.e., visits). For example, homemakers comprise 16.2 percent of visits, but only 10.8 percent of the patrons. Persons employed in small businesses (under 50 employees) contribute to 16.1 percent of visitors (i.e., visits) but nearly one-fourth of the

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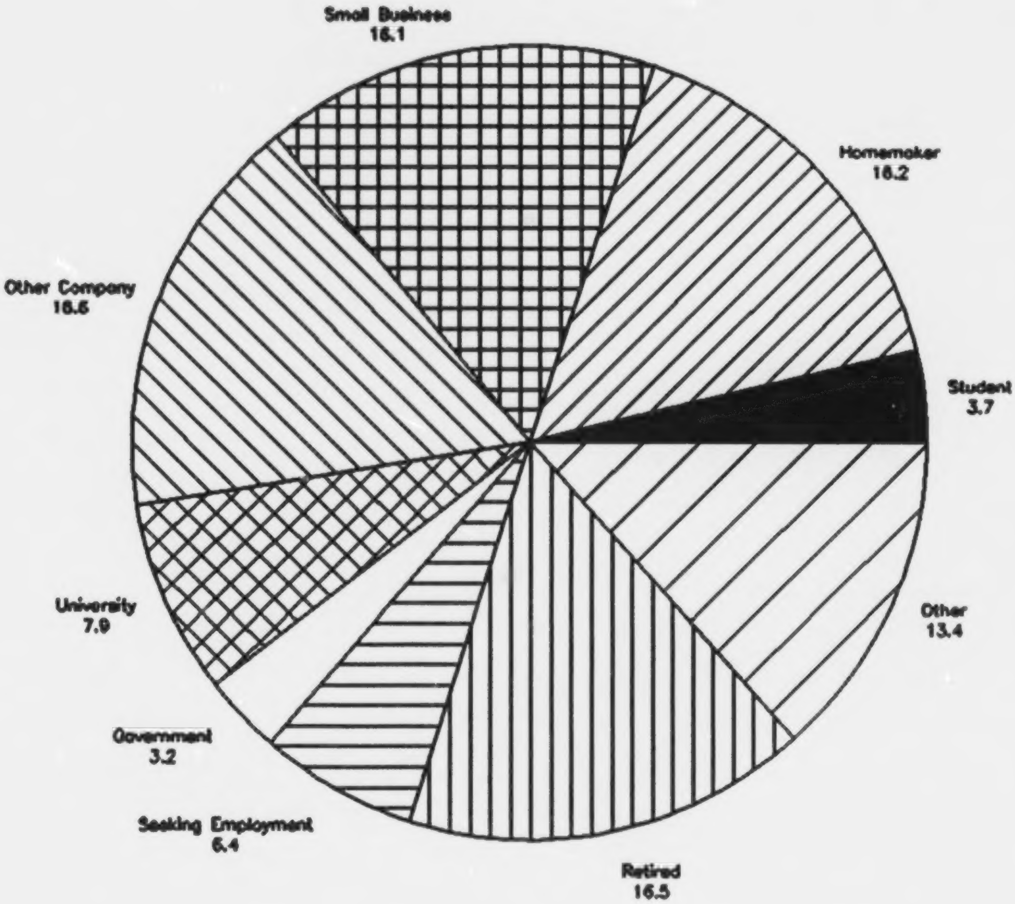
[3] This estimate is based on reported number of visits from the Input and Output Survey. For the libraries that did not respond, we used the ratio of visits to circulation observed from small (250 to 16,000 items circulated), med-small (16,000 - 54,000 items), med-large (54,000 - 142,000), and large (over 142,000 items circulated). Known circulation was multiplied by the ratio to estimate number of visits.

[4] This estimate is made by examining the frequency distribution of visits made over the past 12 months from the patron survey. These numbers are weighted to account for the fact that frequent visitors have a higher probability of entering the sample than infrequent visitors. The unweighted average number of visits is 44.8 visits per year. The weighting procedure is described in Section 2.

FIGURE 3.1

LIFE AND WORK ROLES OF VISITORS (VISITS)



SOURCE: King Research, Inc., Patron Survey of Public Libraries 1991 (N = 374; n = 19 Public Libraries; N = 27 million; n = 632 visits)

TABLE 3.14

LIFE OR WORK ROLE OF PUBLIC LIBRARY VISITOR

Proportion of Visitors With Various Life or Work Roles;
By Size of Library: Massachusetts, 1991

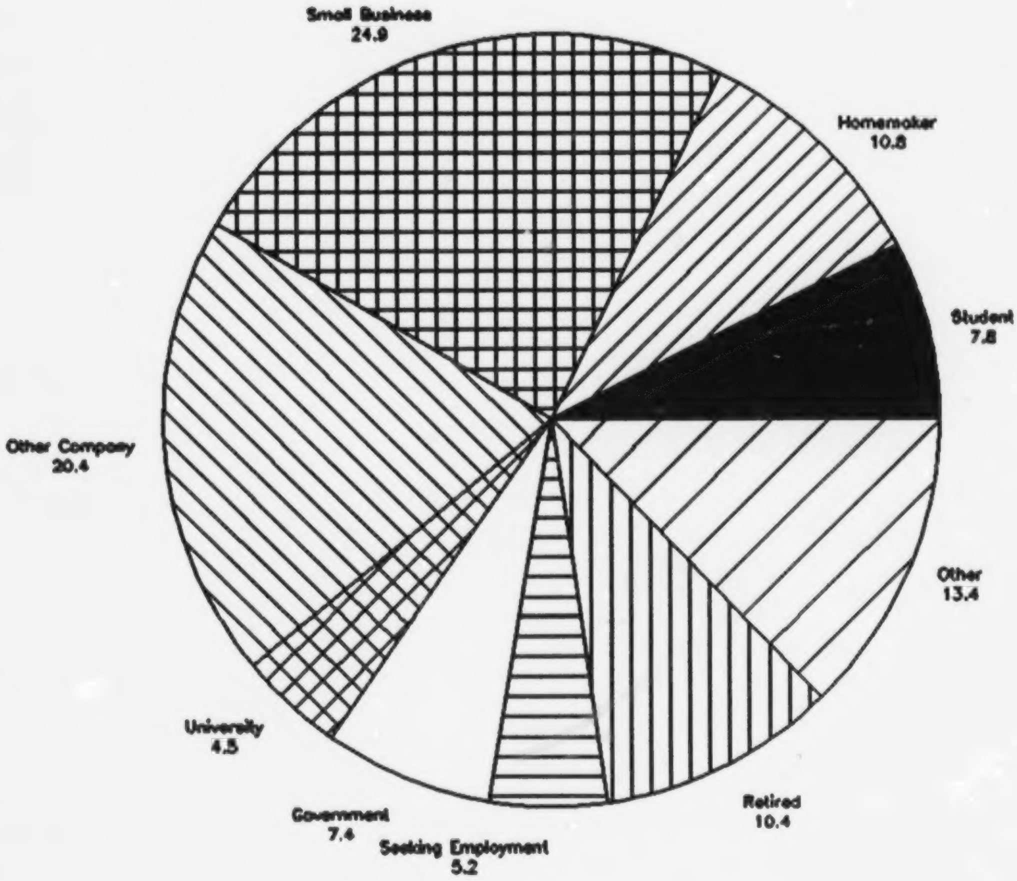
Life or Work Role of Visitor	Size of Library				Total (%)
	Small (%)	Mid-Small (%)	Mid-Large (%)	Large (%)	
Student	3.5	2.6	1.8	4.5	3.7
Homemaker	18.4	5.1	18.0	16.8	16.2
Employed By:					
Small Business (<50)	19.3	20.5	15.3	15.5	16.1
Other Company	14.9	18.0	19.4	14.2	16.6
Government Agency	1.8	-	3.6	4.5	3.2
University, School, or Other Education Related Organization	7.0	7.7	8.6	8.1	7.9
Self-employed	-	-	-	0.5	0.4
Retired	4.4	-	7.7	6.7	6.4
Seeking Employment	17.5	23.1	13.5	19.4	16.5
Other	13.2	23.1	12.2	9.8	13.0

SOURCE: King Research, Inc., Patron Survey of Public Libraries (N=374; n=19 Public Libraries; N=27 million; n=632 visits)

Size of Library: Small - 250-16,000 items circulated; Mid-small 16,000- 54,000; Mid-large 54,000-142,000; Large over 142,000;

FIGURE 3.2

LIFE AND WORK ROLES OF PATRONS



SOURCE: King Research, Inc., Patron Survey of Public Libraries 1991 (N = 374; n = 19 Public Libraries; N = 27 million; n = 632 visits) patrons. The reason for the discrepancy is that homemakers average 15.0 visits per person in the last 12 months, and those employed in small businesses averaged only 6.5 visits per person. Employed persons account for 57.2 percent of the patrons, students 7.8 percent, those seeking employment 5.2 percent, and retirees 10.4 percent. Most of the visitors (71.7%) are university or college educated (i.e., their highest level achieved). Table 3.15 also shows that 58.0 percent of the visitors are female. Table 3.16 gives the age of visitors. The most frequent age of visitors (over 12) is between 25 and 44 years of age (48.8%). Of accompanied children, about 40.5 percent are under 6, 41.0 percent between 6 and 11, and 18.5 percent between 12 and 17.

The principal services used on visits to the library are given in Table 3.17. Borrowing and reviewing materials and using them in the library accounts for a large portion of the use of the public libraries. The patrons spent an average of about 7 minutes with checked out materials and about 25 minutes when used or read in the library. Reference materials (e.g., encyclopedias; almanacs, directories, dictionaries, etc.) were used on 20 percent of the visits for an average of 23 minutes. Time spent on these materials tended to be less in small libraries, and more in large libraries, perhaps reflecting better reference collections in them. Librarians were asked for help in finding information on about one-sixth of the visits. About 14 percent of the visits involved asking a librarian to conduct information or reference searches by looking through reference materials (11%), online searches of databases (1%) or CD-ROM search (2%). Note that some visitors may not know the term CD-ROM and, therefore, the 1 percent or 216,000 uses may be artificially low. Four percent of the visits involved attending a special program (often children's programs) for an average of nearly 60 minutes. An entire range of equipment or facilities are use, but photocopies most frequently (17% of visits, 9 minutes per use).

Special facilities for physically handicapped are roughly estimated from the patron survey to be used to the following extent:

- for the hearing impaired -- 89,000 times;
- for the visually impaired -- 180,000 times;

TABLE 3.15

EDUCATION AND SEX OF PUBLIC LIBRARY VISITORS:

Proportion of Visitors Who Have Achieved Elementary, High School, or University/College Level of Education and Who Are Male or Female;
By Size of Library: Massachusetts, 1991

Visitor Characteristics	Size of Library				Total (%)
	Small (%)	Mid-Small (%)	Mid-Large (%)	Large (%)	
Level of Education:					
Elementary	0.9	2.5	0.5	2.0	0.9
High School	26.6	27.5	31.8	31.6	27.3
University/College	72.6	70.0	67.7	66.4	71.8
Gender					
Male	25.0	35.0	31.8	43.0	42.0
Female	75.0	65.0	68.2	57.0	58.0

SOURCE: King Research, Inc., Patron Survey of Public Libraries (N=374; n=19 Public Libraries; N=27 million; n=632 visits)

Size of Library: Small - 250-16,000 items circulated; Mid-small 16,000- 54,000; Mid-large 54,000-142,000; Large over 142,000;

TABLE 3.16

AGE OF PUBLIC LIBRARY VISITORS:

Proportion of Visitors of Various Ages; By Adult and Child and By Size of Library
By Size of Library: Massachusetts, 1991

Age of Visitor	Size of Library				Total (%)
	Small (%)	Mid-Small (%)	Mid-Large (%)	Large (%)	
Adult or Unaccompanied Child					
12 - 17	0.0	2.6	1.8	3.9	2.5
18 - 24	6.3	0.0	5.0	10.9	9.4
25 - 44	47.3	38.5	55.4	52.3	48.8
45 - 65	29.5	43.6	25.2	15.0	24.0
Over 65	17.0	15.4	12.6	17.9	15.4
Accompanied Child					
Under 6	31.0	25.0	39.2	54.2	40.5
6 - 11	53.5	25.0	40.2	32.2	41.0
12 - 17	15.5	50.0	20.6	13.6	18.5

SOURCE: King Research, Inc. Patron Survey of Public Libraries (N=374; n=19 Public Libraries; N=27 million; n=632 visits)

Size of Library: Small - 250-16,000 items circulated; Mid-small 16,000- 54,000; Mid-large 54,000-142,000; Large over 142,000;

TABLE 3.17

USE OF PUBLIC LIBRARY SERVICES:

Proportion of Visits to Public Libraries in Which Services Are Used and Time Spent Using; By Type of Service: Massachusetts, 1991

Library Service Used	Proportion of Visits (%)	Average Minutes Spent	
		All	Used
Looked for a specific book, magazine, record, video tape, etc. to:			
Borrow/Renew	48	6.8	14
Use Or Read In The Library	26	6.9	27
Browsed For A Book, Video Tape, etc.			
Borrow/Renew	49	6.7	14
Use Or Read In The Library	15	2.9	21
Used Reference Materials (e.g., encyclopedias, almanacs, directories, dictionaries, etc.)	20	4.5	23
Asked A Librarian For Help In Finding Information	22	0.6	6
Asked A Librarian To Conduct Information Or Reference Searches For Me By:			
Looking Through Reference Materials	11	0.6	10
Online Search Of Databases	12	0.2	13
CD-ROM Search	0.8	0.1	18
Attended A Special Program	4	3.1	60
Used Special Equipment Or Facilities:			
Photocopier	17	1.8	9
CD-ROM Equipment	0.8	0.1	21
Audio Equipment	1	0.2	31
Study Carrels	3	2.2	70
Video Equipment	0.7	0.1	22

SOURCE: King Research, Inc., Patron Survey of Public Libraries (N=374; n=19 Public Libraries; N=27 million; n=632 visits)

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

- for the physically handicapped -- 90,000 times

Few of these services were reported in the public library input and output survey.

Purposes for which public libraries are used are given in Table 3.18. The proportions of visits sum to more than 100 percent because patrons visit public libraries for a variety of purposes. Clearly most visits are to meet personal information needs such as recreational reading, hobbies, address day-to-day problems or personal crises, etc. (66.8% of visits). However, a large portion of the visits are to meet education/training information needs such as preschool, students, teachers, etc. (49.0% of visits) and work-related information needs such as science and engineering, legal, accounting, etc. (24.4% of visits).

The consequences of these visits are determined by how necessary information is to the patrons. For example, a visit for work-related science or engineering information purposes could be that the information is:

- useful (or interesting) to the work,
- absolutely required or the work could not be done otherwise,
- saved time or money,
- resulted in performing the work better, or
- resulted in performing the work much faster.

The proportion of times in which these outcomes were achieved is given in Table 3.18. Note that the proportions of visits are of those in which specific information needs are addressed. For example, 10.7 percent of the visits are to meet science work-related needs. Of these visits, 71 percent are found to provide information that is useful to the science work; 37 percent are absolutely required for work or the work could not be done otherwise; 41 percent resulted in saving time or money; 32 percent resulted in completing the work much faster.

TABLE 3.18

PURPOSES AND CONSEQUENCES OF PUBLIC LIBRARY USE:

Proportion of Visits for Various Purposes and Proportion of Those Visits in Which Various Consequences Resulted; By Purpose of Visit: Massachusetts, 1991

Purpose Of Visit	Proportion of Visits (%)	Useful/ Interesting (%)	Absolutely Required Could Not Do Otherwise (%)	Saved Time or Money (%)	Performed Better (%)	Completed Much Faster (%)
General Reading	70.9	79.5	20.0	38.8	7.9	7.9
To Meet Personal Information Needs	66.8					
Hobby (e.g., carpentry, needlework, etc.)	21.9	56.6	35.2	90.4	46.1	21..9
Culture or Religion	36.2	44.5	8.0	9.7	5.8	4.4
Keep Up With News, Politics, etc.	30.5	88.9	20.0	30.5	9.5	4.4
Solve Day-to-Day Problems (e.g., travel, etc.	27.0	68.1	12.6	42.2	19.3	13.0
Address Personal/Family needs (e.g. illness, job, etc.)	27.0	72.2	18.5	27.4	14.8	10.0
Retirement Planning	3.5	97.1	37.1	60.0	37.1	28.6
To Meet Education/Training Needs	49.0					
Preschool	22.7	70.9	32.2	32.2	19.4	11.5
School (student)	21.2	50.0	60.8	34.4	31.1	52.8
School (teacher)	8.9	41.6	41.6	20.2	34.8	19.3
Profession-related	24.4	60.7	38.1	38.1		
To Meet Work-related Information Needs	24.4					
Science	10.7	71.2	37.9	41.1	32.5	20.3
Legal	8.8	56.8	23.9	35.2	26.1	14.8
Accounting/Finance	8.3	66.3	28.9	37.3	27.7	15.7
Administration, Management	9.8	56.1	27.6	24.5	23.5	8.2
Sales/Marketing	8.4	63.1	36.9	31.0	22.6	19.0
Other	5.8	67.2	50.0	50.0	39.7	31.0
To Meet Other Information Needs	8.7					

SOURCE: King Research, Inc. Patron survey (N=374; n=19 Public Libraries; N=27 million; n=632 visits)

The time spent by patrons is an indicator of the value they place on libraries. It is partially what they "pay" to use libraries, recognizing that they might be "willing to pay" more. This time involves the time spent going to the library and the time spent in the library. These times are given in Table 3.19, by type of visitors and by size of library.

Students spend about two hours per visit (the most time travelling and in library). Homemakers and those retired spend about 2/3 hour per visit. Employed visitors spend closer to one hour per visit (ranging from 50 minutes for those employed in large companies to 68 minutes for government employees). There appears to be a tendency for visitors in smaller libraries to spend less time travelling to libraries and in libraries than those in larger libraries. The overall average time spent is 10 minutes getting to the library and 42 minutes in the library (52 minutes total). Thus, altogether patrons annually spend about 23 million hours in using public libraries and their services.

TABLE 3.19

TIME INVOLVED WITH PUBLIC LIBRARIES:

**Average Time Spent Travelling and At Library Per Visit;
By Life or Work Role and By Size of Library: Massachusetts, 1991**

Type of Visitor	Time to Library (mins)	Time in Library (mins)	Total Time (mins)
Life or Work Role			
Homemaker	8	32	40
Student	24	104	128
Employed by:			
Small Business (<50)	10	41	51
Other Company	8	42	50
Government Agency	8	60	68
University, School, etc.	11	41	52
Self-employed	15	53	68
Seeking Employment	11	41	52
Retired	14	29	43
Other	11	39	50
Size of Library:			
Small	6	26	32
Mid-small	11	39	50
Mid-large	8	36	44
Large	13	47	60
Total:	10	42	52

SOURCE: King Research, Inc., Patron Survey of Public Libraries (N=374; n=19 Public Libraries; N=27 million; n=632 visits)

Size of Library: Small - 250-16,000 items circulated; Mid-small 16,000- 54,000; Mid-large 54,000-142,000; Large over 142,000;

3.4 Factors that Affect Public Library Use

There are a number of factors that tend to affect the extent to which public libraries are used. Among them are:

- Distance to the library,
- Perceived quality and comprehensiveness of collections,
- Perceived competence of staff,
- Perceived quality of library facilities,
- Hours of opening,
- Ability of library to satisfy information needs, and
- Awareness of the library and services.

We have some evidence concerning each of these factors involving public libraries in Massachusetts.

We examine these factors in two ways. First, actual data are observed such as distance to the library (in time) and hours of opening. These two measures are correlated with extent of use. The second way the factors are examined is through satisfaction ratings by patrons observed in the Massachusetts patron survey. In that survey, we asked patrons to rate their satisfaction with the library's collection, location, facilities, staff ability, and so on. These ratings were from one to five with one being **very dissatisfied** and five being **very satisfied**. The proportion of patrons' ratings are given below in Table 3.20, and the average ratings are given in Table 3.21. Throughout the rest of this section, we refer to these two tables.

Average time spent by patrons going to the library tends to be less for smaller libraries than larger ones. Part of the reason for this is that more visits to larger libraries are made by non-residents which increases the average considerably. We find that satisfaction ratings of visitors to small libraries also tend to be higher for smaller libraries than for larger ones (see

Table 3.20 and 3.21). The overall satisfaction ratings for library location in Massachusetts are quite high -- 4.62 average. The norm is 4.57. Only 4.2 percent of the visitors are dissatisfied or very dissatisfied with location and most of these responses involve larger libraries.

Quality and Comprehensiveness of Collections

To address this factor, we asked patrons in the patron survey to rate satisfaction with several aspects of the public library they visited -- one of which is the library collection. We asked the patrons to rate their satisfaction with the library's collection of books, magazines, reference materials, etc. The ratings of satisfaction are from 1 to 5 where 1 is very satisfied and 5 is very dissatisfied. Results for the collection of books, magazines, and reference materials are given in Tables 3.20 and 3.21. The average ratings are 4.14 for books (i.e., about satisfied on the average), 4.08 for magazines, 4.02 for reference materials, 3.42 and 3.48 for video and audio materials respectively, and 4.00 for other materials in the collection (e.g., government reports, maps, sheet music, etc.). Fewer than eight percent of the visitors are dissatisfied or very dissatisfied with books, magazines, or reference materials. Thus, satisfaction with the collection does not appear to be an issue in Massachusetts, although some individual libraries have low average ratings. Looked at on a library by library basis, we find that the lowest six libraries have average ratings of well below 4.00. Note that satisfaction ratings are correlated with size of the library; that is, larger libraries tend to be rated lower than smaller ones. We believe that this is because expectation is greater for larger libraries. This phenomenon has been observed elsewhere.

TABLE 3.20

PROPORTION SATISFIED WITH PUBLIC LIBRARY ATTRIBUTES:

Satisfaction Ratings of Library Collections, Locations, Parking, Hours of Opening, Facilities, Staff Friendliness and Ability; By Size of Library: Massachusetts, 1991

Library Attribute	Prop. Who Responded (%)	1 Very Dissatisfied (%)	2 Satisfied (%)	3 Neutral (%)	4 Satisfied (%)	5 Very Satisfied (%)	Avg. Rating
Library Collection							
Books	91	2.3	3.7	12.3	40.8	41.0	4.14
Magazines	78	2.9	4.1	16.4	35.2	41.4	4.08
Reference Materials	75	2.8	5.2	15.9	39.1	37.0	4.02
Videos	50	3.8	7.0	41.9	34.2	13.1	3.46
Audio tapes, records, etc.	45	2.8	8.1	43.5	29.7	15.9	3.48
Other	8	8.2	6.1	14.3	22.5	49.0	3.98
Location of Library	86	3.4	0.8	2.8	16.4	76.7	4.62
Parking	92	5.2	3.9	9.6	24.7	56.6	4.24
Days and Hours Library is Open	95	3.7	9.5	14.8	34.4	37.6	3.93
Facilities e.g., layout, building, seating, etc.	95	2.9	3.7	8.6	33.7	51.1	4.27
Approachability and Friendliness of Staff	96	4.0	0.5	4.4	18.0	73.1	4.56
Staff's Ability to Help Locate Needed Materials	77	3.4	0.8	2.5	16.8	76.5	4.62

SOURCE: King Research, Inc. Patron Survey of Public Libraries (N=374; n=19 Public Libraries; N=27 million; n=632 visits)
Size of Library: Small - 250-16,000 items circulated; Mid-small 16,000- 54,000; Mid-large 54,000-142,000; Large over 142,000;
Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied.

TABLE 3.21

SATISFACTION WITH PUBLIC LIBRARY ATTRIBUTES:

Average Satisfaction Ratings of Library Collection, Location, Parking, Hours of Opening, Facilities, Staff Friendliness and Ability; By Size of Library: Massachusetts, 1991

Library Attribute	Size of Library				Total
	Small	Mid-Small	Mid-Large	Large	
Library Collection					
Books	4.41	4.33	3.94	4.14	4.14
Magazines	4.21	4.11	3.91	4.13	4.08
Reference Materials	3.92	3.96	3.89	4.11	4.02
Videos	3.60	3.14	3.39	3.50	3.46
Audio tapes, records, etc.	3.62	3.06	3.32	3.72	3.48
Other	3.90	4.20	3.55	4.14	3.98
Location of Library	4.79	4.86	4.64	4.53	4.62
Parking	4.62	4.81	4.19	3.77	4.24
Days and Hours Library is Open	4.03	4.84	3.67	4.15	3.93
Facilities e.g., layout, building, seating, etc.	4.54	4.63	4.31	4.23	4.27
Approachability and Friendliness of Staff	4.81	4.95	4.52	4.52	4.56
Staff's Ability to Help Locate Needed Materials	4.82	4.95	4.52	4.52	4.62

SOURCE: King Research, Inc., Patron Survey of Public Libraries (N=374; n=19 Public Libraries; N=27 million; n=632 visits)

Size of Library: Small - 250-16,000 items circulated; Mid-small 16,000- 54,000; Mid-large 54,000-142,000; Large over 142,000;

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied.

Staff Competence

Staff competence consists of knowledge, skills, and attitudes. We did not directly address staff competence, although, generally, there is no reason to question it in Massachusetts. In 1989, there was an average of 6.0 paid FTEs per 10,000 population in Massachusetts and 65.7 percent of paid FTE librarians are with an MLS from an accredited program. National averages are 4.3 FTEs per 10,000 and 61.9 percent with an MLS. We asked patrons to rate their satisfaction with (1) the library staff's ability to help locate needed items and materials and (2) the approachability and/or friendliness of the library staff. Average satisfaction ratings are 4.62 for ability to help and 4.56 for approachability/friendliness (see Tables 3.20 and 3.21). Comparable data from other studies give average ratings below the averages for both ability and approachability. Fewer than five percent of the patrons are dissatisfied or very dissatisfied with these staff competencies. Examining these data on a library by library basis did not show any libraries lower than should be expected.

Facilities

The average rating of satisfaction with public library facilities (i.e., layout, building, seating, etc.) is 4.27 (see Tables 3.20 and 3.21). This average rating is slightly higher than norms. Smaller libraries tend to be rated higher than larger ones. Only 2 of 19 libraries in the survey were rated below 4.00 concerning this resource. Average ratings for parking is 4.24. Here larger libraries are rated substantially lower than smaller libraries, due undoubtedly to crowded conditions in larger cities. Five of the 19 libraries are rated below 4.00 and these tend to be the larger libraries.

Ability to Satisfy Information Needs

We attempted to address this factor in two ways in the patron survey. Sometimes patrons come to a library looking for something specific and other times they are browsing and not looking for anything specific. In the first instance, about 61.5 percent of the visitors indicated that they were looking for something specific (more often in large libraries than smaller ones. Of those who were looking for something specific (see Table 3.22):

TABLE 3.22

FILL-RATES AND CONSEQUENCES OF NOT FINDING INFORMATION IN PUBLIC LIBRARIES:

Proportion of Visits in Which Something Specific Looked For, By Type of Material; Material Found, Reasons Not Found, Consequences of Not Finding; Browsing Fill-Rate; By Size of Library: Massachusetts, 1991

	Size of Library				Total (%)
	Small (%)	Mid-Small (%)	Mid-Large (%)	Large (%)	
Looking for something specific	52.3	50.0	55.8	64.7	61.5
Material Looked For:					
A specific book(s)	40.9	40.0	39.7	37.1	38.9
A specific magazine(s) or article(s)	13.0	15.0	13.7	15.0	17.0
Reference material	13.0	22.5	19.4	24.2	23.9
A specific video tape(s)	7.0	-	4.4	9.9	5.1
Audio tape(s), record(s), etc.	5.2	2.5	4.9	5.8	4.5
Other	9.6	5.0	4.9	6.3	6.6
Is there material or information wanted but did not find (% yes)	56.8	87	52.9	45.6	52.2
Reason Not Found (% of yes)					
Library does not own it	66.9	80.4	59	55	57.7
Item not on shelf of available	66.9	69	45.5	48.2	49.6
Did not know where to look	-	-	5.4	12.1	8.1
Other	5.5	11.4	5.4	9	8.5
Checked the card catalog	61.2	91.8	81.4	78.7	78.4
Asked for help	66.7	66.6	65.4	69.2	66.7

(Table continued on next page.)

TABLE 3.22 (continued)

FILL-RATES AND CONSEQUENCES OF NOT FINDING INFORMATION IN PUBLIC LIBRARIES:

Proportion of Visits in Which Something Specific Looked For, By Type of Material; Material Found, Reasons Not Found, Consequences of Not Finding; Browsing Fill-Rate; By Size of Library: Massachusetts, 1991

	Size of Library				Total (%)
	Small	Mid-Small	Mid-Large	Large	
Result of Not Finding Material or Information (% of did not find)					
Found equally useful material or information	50.2	46.0	37.6	40.6	41.0
Found acceptable, but less useful material or information	5.6	11.5	21.3	22.2	20.7
Left without material or information at all	39.3	34.5	45.6	47.9	46.5
An item was placed on reserve	28.0	34.4	21.4	7.4	11.9
An ILL request was made	33.6	30.0	21.3	14.8	17.5
What Will Now Do and Cost of Doing					
Go to another library (%)	28.0	34.5	26.8	33.2	32.0
Minutes	20	18	29	32	27
Go to another source (%)	28.0	11.5	29.5	36.9	34.1
Minutes	14	-	73	42	53
Purchase an Item (%)	10.9	11.5	24.1	18.4	18.5
Dollars ($)	3.00	-	35.70	15.70	27.30
Other (%)	28.0	11.5	29.5	14.8	17.5
Dollars ($)	-	-	13.80	10.00	13.00
If browsing and not looking for something specific, was something found (% yes)	95.9	97.1	96.3	92.2	94.0

SOURCE: King Research, Inc., Patron Survey of Public Libraries (N=374; n=19 Public Libraries; N=27 million; n=632 visits)

Size of Library: Small - 250-16,000 items circulated; Mid-small 16,000- 54,000; Mid-large 54,000-142,000; Large over 142,000;

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied.

- 63% said they were looking for a specific book(s),
- 28% said they were looking for a specific magazine(s) or article(s),
- 39% said they were looking for a specific reference material
- 8% said they were looking for specific videotape(s), and
- 7% said they were looking for a specific audio tape(s), record(s), etc.
- 11% said they were looking for something else.

Of the patrons who indicated they were looking for something specific, 32 percent said there was something they wanted that they did not find in the library. This "fill rate" is low compared with other public libraries.

Reasons for not finding what they were looking for and results of not finding the needed material are also given in Table 3.22. Reasons given for not finding the material are (1) that the library does not own it -- 58 percent and/or (2) the item was not on the shelf or not available -- 50 percent. A few said they did not know where to look -- 8 percent. (Note that the proportion can be more than 100% because there can be more than one item involved). A majority of these patrons did check the card catalog (78% of incidents) and/or asked for help to find the item (67%). As a result of the library not having the specific material in the library, about 41 percent found equally useful material, 21 percent found acceptable, but less useful material; 47 percent simply left without material or information at all, or an item was placed on reserve (12%) or an interlibrary loan was requested (18%).

Some patrons indicated that they would go to another library to find what they were looking for (32%), but that this would cost them an average of 27 minutes of their time. Others said they would now go to another source for the information (34%), but that cost them an average of 53 minutes of their time. Those who said they would try to purchase the item (19%), indicated it would cost them an average of $27.30 and other actions (18%) would cost about $13.00. Thus, low fill-rates do have a negative effect on patrons' time and budgets.

If patrons were browsing and not looking for anything specific, they were asked if they found something of interest. Nearly all of them did (94%), and therefore this measure of "fill rate" is satisfactory for public libraries in Massachusetts (see Table 3.22). Browsing fill-rate for small libraries is high, but we believe that knowledge of what is in them is high and, therefore, expectation of what might be found is also known.

Hours of Opening

Average weekly hours of opening in Massachusetts is about 39.6 hours per week. This amount corresponds well with the national average of 37.0. The satisfaction rating for this service attribute is 3.93, slightly below norms (see Tables 3.20 and 3.21). Of all the service attributes, this one had the highest proportion of dissatisfied and very dissatisfied (13.2%). There did not seem to be any particular trend in satisfaction with this attribute, based on size of library.

SECTION 4

CURRENT STATUS OF ACADEMIC LIBRARIES IN MASSACHUSETTS

4.1 Background

There are 150 academic institutions with libraries in Massachusetts. Twenty-nine of these are funded by the Commonwealth, and these all belong to a formal organization -- Massachusetts Conference of Chief Librarians of Public Higher Education Institutions (MCCLPHEI). According to HEGIS, U.S. Department of Education, there are 9 other publicly-funded (non-Commonwealth) academic institutions with libraries and 112 private institutions with libraries. From the input and output survey of academic libraries, we estimate that there are about 660,000 students and another 80,000 faculty, other staff, and others served by these libraries (not including reciprocal arrangements). For the 29 publicly-funded institutions, the number of students served is estimated to be 121,000. Note that Learning at Risk reports the number to be 125,296 FTE students (42,421 community colleges; 33,561 state colleges; and 49,314 university). The estimated number of faculty served is 8,400 and other staff is 6,200 persons. HEGIS reports about 528,000 attendees for all academic libraries for a typical week in Massachusetts, or about 3,500 per institution. We estimate about 20.6 million total annually. The 29 publicly-funded institutions come to an estimated 4.0 million. HEGIS reports total circulation for the 150 academic libraries to be 145,000 items for a typical week, or 970 items per institution. From the input and output survey, we estimate the total annual amount to be about 7.3 million items.

In Section 4.2, we discuss academic library expenditures and resources such as staff, systems, and facilities. Section 4.3 provides a description of academic library services (i.e., access to collections, circulation, reference activities, etc.) and some operational outputs. Sources of data in this section are:

- results from the input and output survey of academic libraries,
- National Center for Educational Statistics Survey of Academic Libraries in Postsecondary Institutions in 1988 (on HEGIS disks),
- data published in Learning at Risk, and
- selected other sources.

The format of this section follows that of Section 3 (public libraries), and other like sections, in order to facilitate comparisons among types of libraries.

The input and output survey of academic libraries involved an in-depth survey of academic libraries in which all 29 publicly-funded (Commonwealth) academic libraries were mailed questionnaires and 26 responded, and 63 of 112 private academic libraries were contacted and 11 responded (see Section 2 for more details).

4.2 Academic Library Expenditures and Resources

Most expenditure data came from the 1988 NCES data since we knew these data were available and did not want to duplicate too much data collection for academic libraries in the input and output survey of academic libraries. Table 4.1 gives the HEGIS data for 1989. Total expenditures for all 150 academic libraries is $145.9 million. Of this amount, over three-fourths involve private university libraries and 22 percent involves the publicly-funded academic libraries from the 29 institutions funded by the Commonwealth. Also, of the total, 53.6 percent involves salaries and 27.9 percent print and serials collections. The 29 MPHE publicly-funded libraries have a slightly different expenditure pattern than the average, in that 55.1 percent for salaries and 30.0 percent involves print and serials collections compared with 53.0 percent and 27.4 percent, respectively, for private academic libraries.

Learning at Risk points out that, in 1986 and in 1990, Massachusetts ranked 51st among 50 states and the District of Columbia in library operating expenditures per FTE student in public higher education ($154 per FTE vs. $250). It is said elsewhere that budgets for publicly-funded academic libraries have been reduced by about 50 percent from 1988 to 1989 and another 11 percent reduction was proposed, but vetoed in 1990. Low expenditures result in very low numbers of titles in collections, current serials subscriptions, and library staff necessary to provide services. Massachusetts publicly-funded academic libraries are consistently (i.e., for all types of institutions) below the median for such measures. Furthermore, seating capacity of the 29 MPHE libraries is 13 percent of the student population compared with the 25 percent set for national standards and shelf space is filled at 100 percent of capacity for the Commonwealth system as a whole.

TABLE 4.1

NUMBER AND EXPENDITURES OF ACADEMIC LIBRARIES:

Number Libraries, Total and Average Expenditures;
By Type of Expenditure and Type of Library: Massachusetts, 1989

	Public State Funded	Public Non-State Funded	Private	Total
Number of Libraries	29	9	112	150
Total Expenditures ($ millions)	32.3	1.0	112.6	145.9
Expenditures per Library ($000)	1,114	109	1,005	973
Total Salary Expenditures ($ millions)	17.8	0.7	59.7	78.2
Salary Expenditures per Library ($000)	615	75	533	521
Total Print Collection ($ millions)	4.4	0.1	13.4	17.9
Print Collection Expenditure per Library ($000)	150.1	10.2	120.0	29.6
Total Serial Expenditures per Library ($ millions)	5.3	0.1	17.5	22.9
Serial Expenditures per Library ($000)	183.4	10.2	155.9	152.5

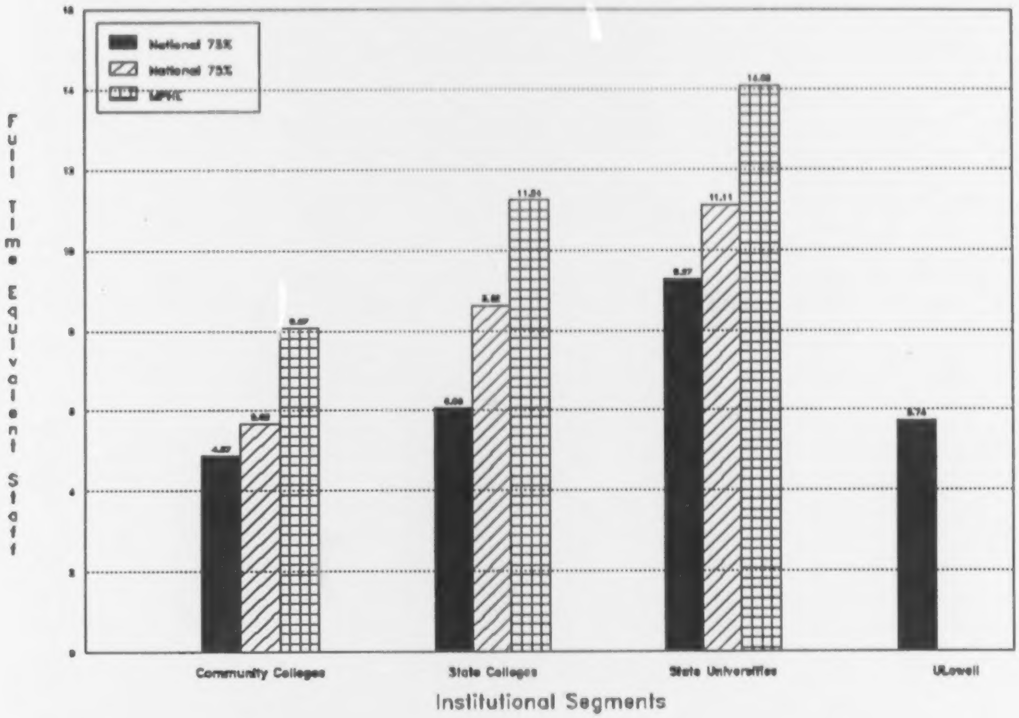
SOURCE: HEGIS Disks, U.S. Dept. of Education, 1989

Total staff (FTE) in 1989 is 4,650 -- 3,731 private, 872 for the 29 MPHE libraries, and 47 for the 9 other publicly-funded libraries. Figure 4.1 shows that the 29 MPHE libraries are all well below the national median for Full-Time Equivalent (FTE) staff.

FIGURE 4.1

MASSACHUSETTS PUBLIC HIGHER EDUCATION LIBRARIES

Full-time Equivalent Staff Members
Per 10,000 Full-time Equivalent Students



SOURCE: Lowell University

Extent of use of automation for operational and service functions is given in Table 4.2. In that table, estimated proportions of libraries are given for all academic libraries and for 29 MPHE libraries. Data are not given for the other types of libraries due to low response rates. Generally, automation is extensively used for all functions and services and indicators are that the MPHE libraries are ahead of others in this regard. Also, for many functions and services, most non-automated MPHE libraries plan to automate within two years, or are considering doing so within five years. Exceptions are as follows:

- microcomputers for patron use (51.7%) with 1 planned within 2 years and 6 in 5 years
- CD-ROM for staff use (41.4%) with 3 within 2 years and 3 in 5 years
- CD-ROM for patron use (62.1%) with 3 within 2 years and 3 in 5 years
- acquisitions (37.9%) with 8 within 2 years and 6 in 5 years
- catalog production/maintenance (62.1%) with 2 within 2 years and 4 in 5 years
- serials control (27.6%) with 10 within 2 years and 4 in 5 years
- electronic document delivery/fax (31.0%) with 8 within 2 years and 3 in 5 years
- electronic mail (41.4%) with 6 within 2 years and 2 in 5 years
- electronic bulletin board (13.8%) with 4 within 2 years and 3 in 5 years.
- budgeting/accounting (37.9%) with 3 within 2 years and 1 in 5 years

TABLE 4.2

USE OF AUTOMATION BY ACADEMIC LIBRARIES

Proportion of Libraries That Reported Use for Various Library Functions: Massachusetts, 1990

Function Automated	Proportion of Libraries (%)	
	All Academic	MPHE
Circulation	70.3	84.6
Microcomputers for Patron Use	48.6	51.7
CD-ROM for Staff	37.8	41.4
CD-ROM for Patrons	59.5	62.1
Acquisitions	35.1	37.9
Cataloging	83.8	92.3
Catalog Production/Maintenance	62.2	62.1
Public Access Catalog	56.8	65.5
Serials Control	24.3	27.6
Reference	67.6	72.4
Interlibrary Loan	70.3	49.3
Electronic Doc. Del./Fax	21.6	31.0
Electronic Mail	37.8	41.4
Electronic Bulletin Board	13.5	13.8
Budgeting/Accounting	35.1	37.9

SOURCE: King Research, Inc., Input and Output Survey of Academic Libraries, 1990 (N=150; n=37)

4.3 Academic Library Services

This section provides a description of services provided by academic libraries in Massachusetts. In particular, we focus on access to collections, circulation, interlibrary borrowing and lending, reference activities and user access to computer and other equipment. Data came from 1989 HEGIS statistics, 1990 input and output survey of academic libraries and Learning at Risk.

Table 4.3 gives data from HEGIS concerning attendance at the academic libraries. All 150 libraries have a total attendance of 528,000 per typical week. From the input and output survey, we estimate about 20.6 million total annually. Of the total attendees, about three-fourths are at private institutions and 25 percent from the 29 MPHE libraries (slightly higher than proportion of expenditures - 22%). Total visits at the 29 MPHE libraries is estimated to be about 4.0 million, or 138,000 per library, or about 31 visits per FTE student.

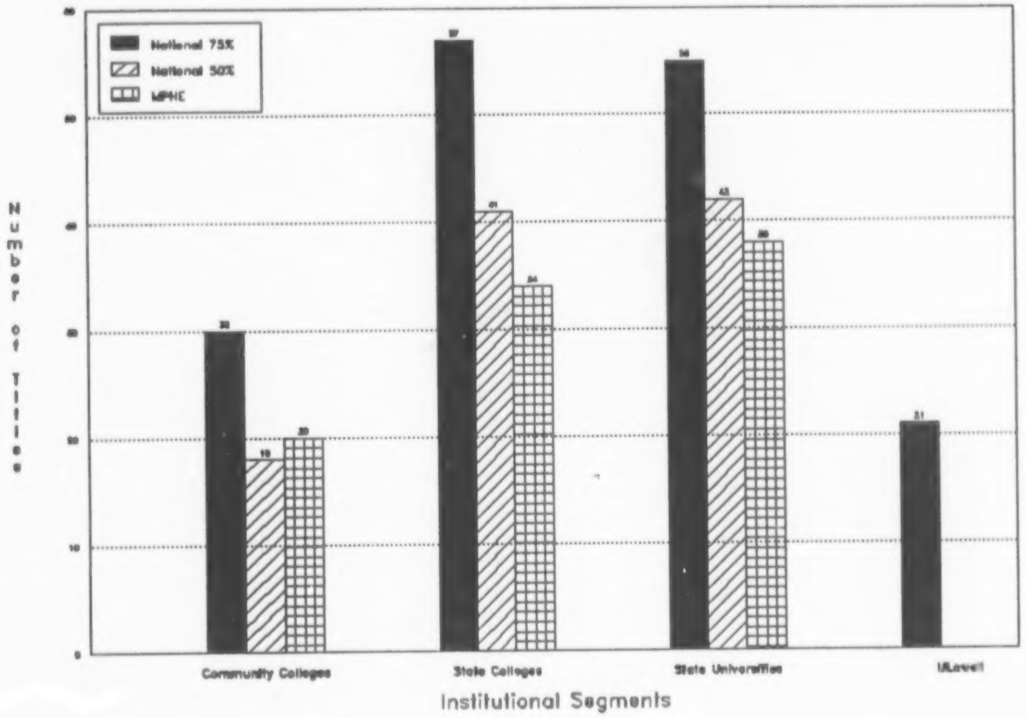
Holdings at the 150 academic libraries are also given in Table 4.3. Total volumes held are 33.7 million, of which 84 percent are held by private institutions and 16 percent by the 29 MPHE libraries. Volumes added are 916,000 volumes (78% private, 22% MPHE). Total current serial titles held at the end of the year are 335,300 (86% private, 13.7% MPHE). It may be that the 29 MPHE libraries are less able to cope with the very substantial increase in serial titles over the past decade. In addition to the books and serials, the 150 academic libraries also hold 2.3 million government document titles (104,635 added), and 25.5 million microform units held (1.4 million added).

Special analysis of the 29 MPHE libraries shows that they are substantially below the national median for number of titles held per FTE student (see Figure 4.2) and current serial titles (see Figure 4.3). Exceptions to the above statement involve community colleges whose average titles held is slightly above the median. The average volumes added per school is higher for MPHE than private institutions (6,286 vs. 6,364), but substantially lower for current subscription titles (1,586 vs. 2,571).

FIGURE 4.2

STATUS OF PUBLIC MPHE LIBRARIES

No. of Titles Per FTE Student

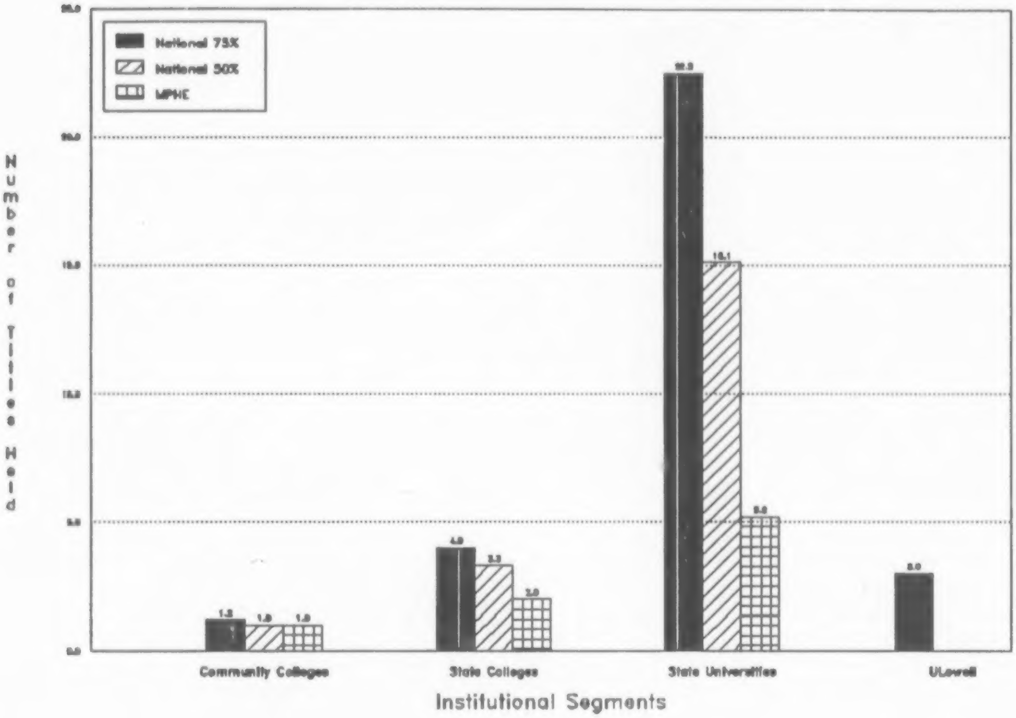


SOURCE: Lowell University

FIGURE 4.3

STATUS OF MPHE LIBRARIES

Current Serial Subscriptions



SOURCE: Lowell University

TABLE 4.3

ACADEMIC LIBRARY ATTENDANCE AND COLLECTION SIZES:

Total and Average Number of Attendees Per Week, Volumes Held and Added, and Current Subscription Titles: By Type of Library: Massachusetts, 1989

	Public Non-State Funded	Public State Funded	Private	Total
Total Attendees (000)	5.0	130.9	392.5	528.4
Attendance per Week per School	0.6	4.5	3.5	3.5
Total Current Serial Subscription Titles Held at End-of-Year (000)	1.2	46.0	288.0	335.3
Avg. Current Serial Subscription Titles Held at End-of-Year per School	133	1,586	2,571	2,235
Total Volumes Held During Year (000)	89.7	5,263	28,356	33,709
Avg. Total Volumes Held During Year per School (000)	10	181	253	225
Total Volumes Added During Year (000)	5	198	713	916
Avg. Volumes Added During Year per School	572	6,826	6,364	6,106

SOURCE: HEGIS Disks, U.S. Dept. of Education 1989

Data on circulation and interlibrary loan activities are given in Table 4.4. Total circulation is 145,100 per typical week, of which, 78 percent involves private institutions and 22 percent the 29 MPHE libraries. We estimate (input and output survey) the total circulation to be 7.3 million, of which, 1.6 million involves the MPHE libraries. Total number of interlibrary loan items borrowed is 142,600, and items loaned is 222,700 items. Thus, the academic libraries are net lenders (as is true in most states) by about 56 percent. Note that the MPHE libraries are relatively much greater net lenders - 26,900 items borrowed and 61,500 items loaned (129 percent). The average number of items borrowed per library is similar for private and MPHE libraries, but average number of items loaned is somewhat higher for MPHE libraries (2,120 vs. 1,424 items loaned per school). More is said about interlibrary lending in Section 7.

Reference activity is described in Table 4.5. Total reference transactions per typical week are 50,900. A substantially higher proportion of these are MPHE (37%) than observed for other service activities and expenditures. The average number per school is 655 transactions per week per school for MPHE libraries, compared with 279 for private institutions. The MPHE results for the input and output survey are as follows:

- directional reference (under 2 minutes) -- 92,000 (96.9% of libraries)
- brief reference (2 to 10 minutes) -- 97,700 (96.6%)
- manual searches -- 5,600 (89.7%)
- online bibliographic database searches -- 4,500 (79.3%)
- online searches of other databases -- 970 (24.1%)
- CD-ROM searches -- 4,100 (69.0%)
- research analysis with report -- 18 (31.0%)

An additional 57,000 searches were reported as being done, but a breakdown was not known. The sum of these searches is considerably less than the 19,000 per week (times 52) reported on HEGIS. Yet, total online database searches reported by HEGIS (Table 4.5) is 416, considerably less than the 4,500 reported above. Private libraries report 2,324 online database searches (compared with 416 MPHE) and average number of searches is 21 compared with 14 for MPHE libraries.

TABLE 4.4

ACADEMIC LIBRARY CIRCULATION AND ILL ACTIVITY:

Total and Average Circulation Per Week and Interlibrary Borrowing

	Public Non-State Funded	Public State Funded	Private	Total
Total Circulation per Week (000)	.58	31.3	113.2	145.1
Avg. Circulation per Week per School	20	347.6	1011	967.3
Total Interlibrary Lending (000)	1.6	61.5	159.5	222.7
Avg. Interlibrary Lending per School	178	2,120	1,424	1484
Total Interlibrary Borrowing (000)	1.7	26.9	113.9	142.6
Avg. Interlibrary Borrowing per School	1,614	928	1,017	951

SOURCE: HEGIS Disks, U.S. Dept. of Education, 1989

TABLE 4.5

ACADEMIC LIBRARY REFERENCE SERVICE:

Total and Average Reference Transactions Per Week and Online Database Searches; By Type of Library: Massachusetts, 1989

	Public Non-State Funded	Public State Funded	Private	Total
Total Reference Transactions per Week (000)	0.6	19.0	31.3	50.9
Avg. Reference Transactions per Week per School	62	655	279	339
Total Online Database Searches	56	416	2,324	2,796
Avg. Online Database Searches per School	6	14	21	19

SOURCE: HEGIS Disks, U.S. Dept. of Education, 1989

Academic libraries often arrange for presentations to various groups (see Table 4.6). Total such presentations per week are 502 or 3.3 per school. Total number of persons served is 8,876 per week, or 59 per school, or 17.7 per presentation. MPHE libraries tend to have more presentations per week (4.3 vs. 3.1), and the average number of persons attending tends to be more (22 vs. 16 persons per presentation).

Special equipment made available to academic library patrons includes:

- microcomputers and/or terminals -- 62.2% of all libraries, 65.5% MPHE libraries
- CD-ROM - 67.4% of all libraries, 72.4% of MPHE libraries
- terminals to search catalog (OPAC) -- 51.% of all libraries; 62.1% of MPHE libraries
- terminals to search external databases -- 40.8% of all libraries; 44.8% of MPHE libraries
- photocopiers -- 96.9% of all libraries; 100.0% of MPHE libraries
- microfilm reader/printers -- 91.8% of all libraries; 93.1% of MPHE libraries
- audio equipment used in library -- 78.6% of all libraries; 75.9% of MPHE libraries
- video equipment used in library -- 78.6% of all libraries; 75.9% of MPHE libraries

MPHE libraries tend more to provide patrons with access to special equipment in their libraries.

Special services provided by academic libraries to persons with impairments include:

- hearing impaired -- 82.2% of all libraries; 6.9% of MPHE libraries
- visually impaired -- 13.7% of all libraries; 20.7 percent of MPHE libraries
- physically impaired -- 19.4% of all libraries; 20.7% of MPHE libraries

There appears to be little difference between types of libraries.

TABLE 4.6

PRESENTATIONS IN ACADEMIC LIBRARIES:

Total and Average Number of Presentations to Groups Per Week and Total and Average Number of Persons Severed; By Type of Library: Massachusetts, 1989

	Public State Funded	Public Non-State Funded	Private	Total
Total Presentations to Groups per Week	126	27	349	502
Avg. No. Presentations per Week	4.3	3.0	3.1	3.3
Total No. Persons Served per Week	2,796	314	5,776	8,876
Avg. No. Persons Served per Week per School	96	35	52	59

Academic libraries were asked if they charge patrons for any services and 79.3 percent of all libraries are estimated to charge for services (69.0% of MPHE libraries). Services for which charges are made include:

- online searching -- 42.9% of all libraries; -- 48.3% of MPHE libraries
- photocopying (including pay machines) -- 91.8% of all libraries; 96.6% of MPHE libraries
- rental books -- 3.1% of all libraries; no MPHE libraries
- videotape -- 5.1% of all libraries; 3.5% of MPHE libraries
- meeting room use -- 8.2% of all libraries; 6.9% of MPHE libraries
- patron holds -- 3.1% of all libraries; no MPHE libraries

Online searching and photocopying dominate services for which charges are made.

SECTION 5

CURRENT STATUS OF SCHOOL LIBRARIES IN MASSACHUSETTS

5.1 Background

There are about 1,600 pubic schools in Massachusetts and an estimated 88 percent have school libraries based on National Center for Education Statistics - 1885-86 (see Table 5.1). For consistency, we use the term "school libraries" throughout this section (and others), even though "media center" may be more accurate. The National Center for Education Statistics refers to "school library media centers." In 1985-86, there were about 750,000 pupils in schools with libraries, and this number was expected to grow to about 830,000 by 1990. If so, the estimated school library's attendance would be about 739,000 in 1990 and number of visits would be about 14.8 million. Total circulation is estimated to be about 436 items per week per school. From the input and output survey, we estimate total circulation to be about 18.2 million items.

Section 3.2 presents data on school library expenditures and resources such as access to collections, circulation, reference activities, and so on. The principal sources of data reported in this section include:

- NCES report on Statistics of Public and Private School Library Media Centers 1985-86,
- input and output survey of school libraries (114 responses),
- a special survey of school libraries (103 responses),
- a survey of school libraries conducted by MAEM (211 responses), and
- other data sources.

TABLE 5.1

SCHOOL LIBRARY RESOURCES:

Total Number of Schools, Pupils, and Staff By Massachusetts, U.S. and Ranking of 50 States and District of Columbia; Massachusetts 1991

	Public Schools In Massachusetts	United States Total	Ranking of 51
Number of Schools	1,571	78,455	
Proportion of Schools With School Libraries (%)	88	93	39th
Number of Pupils (000)	795.5	40,123	-
Proportion of Pupils in Schools With Libraries	94	98	47th

SOURCE: Statistics of Public and Private School Library Media Centers, 1985-86. Center for Education Statistics, 1987

In the section on Usefulness and Value of Libraries in the Preliminary and Final Reports, we provided evidence of the importance of school libraries. Unfortunately, school libraries have tremendous budget and service difficulties in Massachusetts. Even though, by virtue of their small size, they should participate in resource sharing services, there is no coordinating mechanism to deal with library cooperation. There appears to be little cooperative purchasing, acquisition, materials examination, cataloging, physical processing, etc. Not only is there no central coordination, but only one-third of the schools are said to have a library coordinator in their school systems (MAEM survey). Only 40 percent of the school libraries engage in interlibrary lending and, compared with many states, even the ones that do interlibrary lending are found to engage in far less borrowing than those who do so elsewhere. About 60 percent of the libraries have referred reference requests to other libraries (an average of 15 requests per library). This is also below average for many states. Many states have superb programs for cooperation between school libraries and local public libraries. These programs include cooperation to provide materials during non-school hours, holidays, and summer vacations. Only 10, 8, and 19 percent of Massachusetts schools have full programs for these respectively, and 53, 61, and 49 percent have no programs at all for these programs. Information Power and other sources have identified several criteria that are related to the usefulness and success of school libraries. School libraries appear to score poorly in many of these areas. Some of these results are briefly discussed below by the success factors mentioned:

- About 57 percent of the school library programs have a flexible schedule that provides daily open access service to the whole school community (62% said "yes" in the MAEM survey).
- Only 22 percent of the schools indicated they have fully adequate instructional and curriculum involvement with teachers and students.
- Only 11 percent indicated that they fully jointly plan lessons and units with classroom teachers to integrate library skills into curricula.
- About 62 percent have regularly scheduled classes in basic reference and information using skills.
- Nearly all have a centralized or classroom collection, but the adequacy of both print and non-print collections are rated low (3.44 and 3.09 respectively on a rating scale of 1 to 5). The strength of these collections are rated quite low (1 - 5 with 1 being very weak and 5 very strong): science — 3.21, math — 2.46, social studies — 3.86, language arts — 3.96, and other — 3.62.
- About one-half have a planned program of activities and services.
- The following "importance of reading" programs are used:

- Media/book displays	90%
- Circulation figures and trends	49%
- Special reading programs	44%
- Surveys of students	26%
- Surveys of classes	12%
- Electronic bookshelf	26%

Part of the problem is budgetary and competence of library staff. But part also involves the attitudes of superiors and teacher colleagues. Superintendents and school committees are rated quite low in their supportive attitudes toward school libraries, although principals and teachers are rated somewhat higher (3.60, 3.45, 4.17, and 4.12 average ratings, respectively: on a scale of 1 - 5 with 1 being very non-supportive and 5 very supportive)

5.2 School Library Expenditures and Resources

Extrapolating from Center for Education Statistics data based on growth in population and inflation, we estimate total expenditures (excluding salaries and wages) in 1990 to be about $9.7 million. With staff included, total expenditures could be in the $50 million order of magnitude. Center for Education Statistics concerning school library expenditures are summarized in Table 5.2 for the years 1985-86. At the time of the survey, total expenditures in Massachusetts school libraries was about $5,444 per school, over $2,000 per school less than national averages (i.e., 72% of the national average). In fact, school libraries in Massachusetts are low compared with other states for book, serial, and total collection expenditures when averaged on a per school or per pupil basis. Out of 50 states and the District of Columbia, for the best of these statistics, Massachusetts ranks 40th of 51. At worst, they rank 46th of 51 (total) collection expenditure and serial expenditure per pupil.

TABLE 5.2

SCHOOL LIBRARY RESOURCES:

Total Number of Schools, Pupils, Staff, Book Volumes, and Other Collective Statistics: By Massachusetts, U.S. and Ranking of 50 States and District of Columbia: Massachusetts, 1985-86

	Public Schools In Massachusetts	United States Total	Ranking of 51
Avg. Total Expenditures per library (excluding salaries $)	$5,444	$ 7,577	42nd
Book Expenditures Per Library ($)	2,134	2,798	40th
Book Expenditures per Pupil ($)	4.24	6.24	42th
Serial Expenditures per Library ($)	475	655	44th
Serial Expenditures per Pupil ($)	0.81	1.49	46th
Total Collection Expenditure per School	3,332	4,743	46th
Total Collection Expenditure per Pupil	6.41	10.73	46th

SOURCE: Statistics of Public and Private School Library Media Centers, 1985-86. Center for Education Statistics 1987

They do not fare much better for staff (see Table 5.3). Average staff size in Massachusetts school libraries is 1.2 Full-Time Equivalents (FTEs) compared with 1.3 nationally (35th of 51). Proportion of staff that is certified in Massachusetts is 79 percent compared with 85 percent nationally (ranked 39th of 51). Other resources include automated systems for performing various functions in the library. The proportion of school libraries that perform functions through automation is summarized in Table 5.4. The functions in which automation is most frequently used is cataloging - 30.1 percent of libraries, microcomputers for patron use (30.0%), CD-ROM for patron use (27.4%), and circulation (19.5%). Note that the Center for Education Statistics (see Table 5.9 later) show that 27 percent of school libraries have computers supervised by staff, compared with 45 percent nationally (ranked 47th of 51). If the microcomputers for patron use is a comparable statistic (30% in 1990 vs. 27% in 1985-86), the ranking may be even lower. On the other hand, in 1985/86 the mean number of such computers per school (2.1) is equivalent to national averages. The proportion of the libraries that have computers for use of teachers is 28 percent (42% nationally) and for use of students is 24 percent (39% nationally) Space allocated to school libraries is higher in Massachusetts than nationally: 2,744 square feet per library vs. 2,325 nationally (11th of 51). Average number of seats available for users is 52 per library (53 nationally).

TABLE 5.3

SCHOOL LIBRARY RESOURCES:

Total Number of Schools, Pupils, Staff, Book Volumes, and Other Collection Statistics: By Massachusetts, U.S. and Ranking of 50 States and District of Columbia; Massachusetts 1991

	Public Schools In Massachusetts	United States Total	Ranking of 51
Number of Schools	1,571	78,455	
Staff (proportion certified or professional %)	79	85	39th
Staff (no. of certified or professional FTE)	0.8	0.8	33rd
Staff (total FTE)	1.2	1.3	35th

SOURCE: Statistics of Public and Private School Library Media Centers, 1985-86. Center for Education Statistics, 1987

TABLE 5.4

USE OF AUTOMATION BY SCHOOL LIBRARIES:

Proportion of Libraries That Reported Use for Various Library Functions: Massachusetts, 1990

Function Automated	Proportion of Libraries (%)
Circulation	19.5
Microcomputers for Patron Use	30.0
CD-ROM for Staff	14.2
CD-ROM for Patrons	27.4
Acquisitions	7.1
Cataloging	30.1
Catalog Production/Maintenance	16.8
Public Access Catalog	10.6
Serials Control	2.70
Reference	22.10
Interlibrary Loan	2.70
Electronic Doc. Del./Fax	2.70
Electronic Mail	5.30
Electronic Bulletin Board	5.30
Budgeting/Accounting	3.50

SOURCE: King Research, Inc., Input and Output Survey of Libraries, 1991

5.3 School Library Services

In this section, we summarize amount of services provided, in terms of amount of resources (e.g., collection) provided to users, circulation, interlibrary loan, reference activity, and so on. National comparisons are made when possible. First data are presented concerning school attendance and skills instruction participation (see Table 5.5). Total attendance at the time of the survey was 668,000 and is estimated to be about 739,000 in 1990. Average attendance per school per week is 482 in Massachusetts and 579 nationally (ranked 34th of 51). Average attendance per pupil per week is 0.94 in Massachusetts and 1.22 nationally (ranked 49th of 51). Library skills instruction is extremely important to the life-long learning process. Total skills instruction participation per week in Massachusetts is 279,000. Participation per school per week is 201 compared with 212 nationally (ranked 26th of 51), and average participation per pupil per week is 0.41 in Massachusetts and 0.50 nationally (ranked 37th of 51).

Size of collection in school libraries is also generally ranked low in Massachusetts compared with other states (see Table 5.6). Total book volumes by school libraries in Massachusetts is 11.7 million. Average book volumes held per school is 8,146 compared with 8,466 nationally (ranked 23rd of 51). Average per pupil is 17 volumes (16 titles) in Massachusetts compared with 20 nationally (ranked somewhere between 10th and 24th due

TABLE 5.5

SCHOOL LIBRARY ATTENDANCE AND USE:

Total Number of Schools, Average Per School, Average Per Pupil Attendance, Library Skills Instruction Participation; By Massachusetts, U.S. and Ranking of 50 States and District of Columbia; Massachusetts, 1985-1986

	Public Schools In Massachusetts	United States Total	Ranking of 51
Total Attendance (000)	668	42,461	-
Attendance per School per Week	482	579	34th
Attendance per Pupil per Week	0.94	1.22	49th
Total Skills Instruction Participation per Week (000)	279	15,524	-
Library Skills Instruction Participation per School per Week	201	212	26th
Library Skills Instruction Participation per School per Week	0.41	0.50	37th

SOURCE: Statistics of Public and Private School Library Media Centers, 1985-86. Center for Education Statistics, 1987

TABLE 5.6

SCHOOL LIBRARY RESOURCES:

Total Number of Schools, Book Volumes, and Other Collection Statistics: By Massachusetts, U.S. and Ranking of 50 States and District of Columbia; Massachusetts, 1985-1986

	Public Schools In Massachusetts	United States Total	Ranking of 51
Number of Schools	1,571	78,455	
Book Volumes Held per School	8,146	8,466	23rd
Periodical Subscriptions	26	34	48th
Film and Film Strips	685	540	74th
Audiovisual Materials	274	353	29th
Videotapes Held	45	28	7th
Software Held	18	33	39th
Other Materials	145	328	43rd

SOURCE: Statistics of Public and Private School Library Media Centers, 1985-86. Center for Education Statistics, 1987

to ties). Book volumes added per school per year is 217 compared with 315 nationally (ranked 43rd of 51). Total periodical subscriptions is 40,800 or 26 subscriptions per school compared with 34 nationally (ranked 48th of 51). Other materials in collections include films and film strips (949,000 total; 685 per school), microforms (61,400 total; 44 per school), audiovisual materials (380,000 total; 274 per school), videotapes (62,000 total, 45 per school), software (25,000 total; 18 per school), other materials (201,000 total 145 per school). Nationally, for these materials Massachusetts is ranked 24th, 45th, 29th, 7th, 39th, and 43rd, respectively, out of 50 states and the District of Columbia.

Circulation of these materials is given in Table 5.7. Total items circulated is 604,000 per week. Average circulation per school per week is 436 items compared with 523 nationally (ranked 34th of 51). Average per pupil per week is 0.9 items per pupil (1.2 nationally, ranked 46th). Interlibrary borrowing and lending are given in Table 5.8. Total number of items borrowed is 71,000 and 27,100 items are loaned. Averages are 51 and 20 items per school, respectively. National comparisons are 30 items borrowed and 9 items loaned (ranked 12th and 7th, respectively).

Other important resources for preparing students for life-long learning, include computers and other equipment, cable TV/satellite facilities, and database searching facilities and services (see Table 5.9). Computer facilities and automated systems found in school libraries are discussed in Section 5.2. In 1985-86, 29 percent of school libraries in Massachusetts had cable TV/satellite facilities compared with 42 percent nationally (ranked 43rd of 51). In 1990, the input and output survey shows 53.1 percent of libraries had patron access in the library to microcomputers or terminals. In 5.1 percent of the libraries, terminals were available to patrons to search the online catalog (OPAC) and 11.6 percent to search external databases. In 1985-86, two percent of the libraries had database retrieval services: online and off-site. Other equipment available in the library for patrons use includes CD-ROM (32.5% of libraries), photocopiers (57.8%), microfilm reader/printers (62.1%), and audio and video equipment used in the library (51.0 and 55.7%, respectively).

Reference activities in school libraries (1990) include directional reference under two minutes (82% of libraries; 5,600 per library); brief reference of two to ten minutes (84%, 2,300 per library), manual searches (79%; 943 per library), online bibliographic database searches (20%; 342 per library), online searches of other databases (12%; 54 per library), and CD-ROM searches (21%; 203 per library). Note that the reference services above can be performed by the school librarian for students, teachers, other staff, or themselves.

School libraries also provide special services to persons with impairments. For example, 10.I percent of the libraries provide special services to hearing impaired; 7 percent for the visually impaired, and 20 percent for physically handicapped.

TABLE 5.7

SCHOOL LIBRARY CIRCULATION:

Total Number of Schools, and Circulation Statistics Per School, Per Week, and Per Pupil; By Massachusetts, U.S and Ranking of 50 States and District of Columbia; Massachusetts, 1985 - 1986

	Public Schools In Massachusetts	United States Total	Ranking of 51
Number of Schools	1,571	78,455	
Circulation per Week (000)	604	38,326	-
Circulation per School per Week	436	523	34th
Circulation per Pupil per Week	0.9	1.2	46th

SOURCE: Statistics of Public and Private School Library Media Centers, 1985-86.
Center for Education Statistics 1987

TABLE 5.8

SCHOOL LIBRARY INTERLIBRARY LENDING:

Total Number of Schools, Total Interlibrary Borrowing and Lending Per School; By Massachusetts, U.S and Ranking of 50 States and District of Columbia; Massachusetts, 1985 - 1986

	Public Schools In Massachusetts	United States Total	Ranking of 51
Number of Schools	1,571	78,455	
Total Interlibrary Borrowing (000 items)	71.0	2,235	-
Interlibrary Borrowing Items per School	51	30	12th
Total Interlibrary Lending (000)	27.1	639.5	-
Interlibrary Lending Items per School	20	9	7th

SOURCE: Statistics of Public and Private School Library Media Centers, 1985-86. Center for Education Statistics 1987

TABLE 5.9

COMPUTERS, TV, AND DATABASE RETRIEVAL IN SCHOOL LIBRARIES:

Computers and Other Equipment, Cable TV/Satellite, and Database Retrieval Services; By Massachusetts, U.S. and Ranking of 50 States and District of Columbia; Massachusetts 1985-1986

	Public Schools In Massachusetts	United States Total	Ranking of 51
Number of Schools	1,571	78,455	
Computers Supervised by Staff (prop. of libraries %)	27	45	47th
Avg. No. of Computers per Library	2.1	2.1	23rd
Cable TV/Satellite (%)	29	42	43rd
Database Retrieval Services: On-line (%)	2	4	46th
Database Retrieval Services: Off-site (%)	2	7	48th

SOURCE: Statistics of Public and Private School Library Media Centers, 1985-86. Center for Education Statistics 1987

SECTION 6

CURRENT STATUS OF INSTITUTIONAL AND SPECIAL LIBRARIES IN MASSACHUSETTS

6.1 Background

There are 56 public institutional libraries in Massachusetts serving the Departments of (1) Correction, (2) Mental Health, (3) Mental Retardation, (4) Public Health, and (5) Youth Services. Since the populations of these institutions are small (and hence libraries are small), as exemplified by the population of 11,600 for the Department of Corrections in 1987, these libraries could benefit a great deal from resource sharing. We estimate that public institutional libraries serve about 44,000 or 0.7 percent of the state population. There are 1.5 million visits (or 27,000 visits per library, or 34 visits per patron). A study, Joint Assessment of Institutional Libraries (Jails), showed that 73 percent of correctional institute inmates use their library.

The total operating expenditures for public institutional libraries is about $800,000 (or $14,300 per library, $18.20 per patron, $0.50 per visit). There are 400,000 volumes in institutional libraries (6,800 per library) and a material expenditure of $0.46 million ($8,200 per library). Material expenditure accounts for about 61 percent of operating expenditures. Salary expenditures account for most of the remaining expenditures so that institutional libraries are not as labor intensive as other libraries. However, both materials and labor lend themselves to resource sharing.

The current economic picture for public institutional libraries must be expressed as tenuous. Fiscal restraints statewide are resulting in a state of flux, with some institutions being closed and others being built. At present, there are 56 public institutions, approximately 30 of which have staffed client libraries. Services and expenditures vary widely from one institution to another, and only the Department of Corrections has a Statewide Coordinator of Library Services to provide control and organize development of library services.

There are 156 private institutional libraries in Massachusetts serving private hospitals and other such institutes. These libraries serve about 47,000 patrons (or 300 per library). The number of visits to these libraries is estimated to be 1.2 million (or 7,700 per library or 26 per patron). Total budget is $3.4 million (or $22,000 per library). The number of volumes is 600,000 (or 3,900 per library or 13 per patron. Circulation is 298,000 (or 1,910 per library or 6.3 per patron).

There are 652 special libraries for private firms, religious and interest group organizations, and some university special divisions. Since special libraries are maintained by individual corporations, associations, government agencies, and other similar organizations, they typically serve small populations. These libraries are serving approximately 698,000 patrons. We estimate that 7.6 million visits to special libraries are made (11,700 visits per institution, 11 visits per patron). Total circulation for special libraries is estimated to be 2.5 million (or 3,800 per library, 3.6 per patron, 0.3 per visit). The total expenditures for special libraries is estimated to be $37.9 million (or $58,000 per library). There are estimated to be 30.9 million volumes (or 47,300 per library). Materials expenditures amount to about $6.4 million ($7,900 per library).

In this section we describe budget, resources and services of public institutional, private institutional and special libraries. nearly all data came from the input and output surveys of these libraries. Note that sample response rates and sample sizes for these libraries are low, except for public institutional libraries (see section 2). All 56 public institutional libraries were mailed a survey form and 24 responded (43% response rate), 39 of 156 private institutional libraries were sampled and 11 responded (28% response rate) and 163 of 652 special libraries were sampled and 33 responded (20% response rate).

6.2 Expenditures and Revenues of Institutional Libraries

Table 6.1 gives estimates of the number of patrons of and visits to institutional and special libraries. Altogether, there are 789,000 patrons of thee libraries; about 13 percent of the population of Massachusetts. Special libraries have the largest average number of patrons (1,070 patrons per library) and private institutional libraries the fewest (300 per library). Visits are quite different. Public institutional libraries account for 1.5 million of 9.3 million visits.

They have substantially more visits per library (26,800) and visits per patron (34.1) than the other two types of libraries. On the other hand, their budgets are substantially less in total, average per library, and average per patron. The staff sizes of the libraries do not account for the differences in budgets among the three types of libraries. They are about the same for averages per library, but not per patron (where private institutional is much higher). The libraries in the Department of Corrections may account for these three anomalies. The average number of Full-Time Equivalent (FTE) librarians per library is slightly different for the three types of libraries (i.e., 1.3, 1.5 and 1.2 for public institutional, private institutional and special, respectively).

Use of automation to perform operational service functions is summarized in Table 6.2. Private institutional libraries are much more likely to use automation than the other two types of libraries. In particular, they use automation for patron services (e.g., 73% for reference and interlibrary loan, and 64% for microcomputers for patron use). Special libraries use automation most often for reference (51%), cataloging (42%), and interlibrary loan (39%). Public institutional libraries rarely use automation.

6.3 Institutional and Special Library Services

Collection sizes of the three types of libraries tend to reflect budgets (see Table 6.3). Institutional libraries have far fewer volumes (total) than the special libraries but more per patron. For example, these libraries average 8.6 and 12.7 volumes per patron for public and private institutional libraries respectively and special libraries 4.4. Volumes added per patron is the reverse among the three; 0.7 volumes added per capita -- public institutional; 0.3 -- private institutional; and 1.4 -- special libraries. A different pattern holds for current periodical titles held. Private institutional libraries have many more audiovisual items than the other two types of libraries (total, per library and per patron).

TABLE 6.1

PATRONS, VISITS, EXPENDITURES AND STAFF OF SPECIAL AND INSTITUTIONAL LIBRARIES:

Total and Average Number of Patrons, Visits, Budget, and Staff; By Type of Library; Massachusetts, 1990

	Special Libraries	Public Institutional Libraries	Private Institutional Libraries	Total
Patrons/Users				
Total (000)	698	44	47	789
Per Library	1,070	780	300	910
Visits				
Total (millions)	7.6	1.5	1.2	10.3
Per Library (000)	11.7	26.8	7.7	11.9
Per Patron	10.9	34.1	25.5	13.1
Budget				
Total ($ millions)	37.9	0.8	3.4	42.1
Per Library ($ 000)	58.1	14.3	21.8	48.7
Per Patron ($)	54.3	18.2	72.3	53.4
Staff Total				
Librarians (MLS)	796	70	238	1,104
Library Technicians	636	9	144	789
Clerical/Other Support	641	84	21	746
Volunteer	39	12	147	198
Total	2,112	175	550	2,847
Per Library	3.2	3.1	3.5	3.3
Per 1000 Patrons	3.0	4.0	11.7	3.6

SOURCE: King Research, Inc., Input and Output Survey of Libraries

Special Libraries (N=652; n=33); Public Institutional Libraries (N=56; n=24); Private Institutional Libraries (N=156; n=11)

TABLE 6.2

USE OF AUTOMATION BY SPECIAL AND INSTITUTIONAL LIBRARIES:

Proportion of Libraries That Reported Use For Various Library Functions By Type of Library; Massachusetts, 1990

	Special Libraries (%)	Public Institutional Libraries (%)	Private Institutional Libraries (%)
Circulation	21.2	10.0	9.1
Microcomputers for Patron Use	21.2	5.0	63.6
CD-ROM for Staff	30.3	5.0	54.5
CD-ROM for Patrons	24.2	5.0	45.5
Acquisitions	12.1	0.0	36.4
Cataloging	42.4	5.0	36.4
Catalog Production/Maintenance	36.4	5.0	27.3
Public Access Cataloging	2.2	5.0	18.2
Serials Control	21.2	0.0	27.3
Reference	51.5	10.0	72.7
Interlibrary Loan	39.4	10.0	72.7
Electronic Doc. Del./Fax	24.2	0.0	72.7
Electronic Mail	27.3	0.0	27.3
Electronic Bulletin Board	21.2	0.0	18.2
Budgeting/Accounting	18.2	5.0	27.3
Other	9.1	0.0	9.1

SOURCE: King Research, Inc., Input and Output Survey of Libraries

Special Libraries (N=652; n=33); Public Institutional Libraries (N=56; n=24); Private Institutional Libraries (N=156; n=11)

TABLE 6.3

COLLECTION SIZE OF SPECIAL AND INSTITUTIONAL LIBRARIES:

Total and Average Volumes, Volumes Added, Periodical Titles, Audiovisual Items, and Items Added: By Type of Library; Massachusetts, 1990

	Special Libraries	Public Institutional Libraries	Private Institutional Libraries	Total
Volumes				
Total (millions)	3.1	0.4	0.6	4.1
Per Library (000)	4.8	6.8	3.9	4.7
Per Patron	4.4	8.6	12.8	5.2
Volumes Added				
Total (000)	977	29.3	14.5	1,021
Per Library	1,498	523	93	1,182
Per Patron	1.4	0.7	0.3	1.3
Current Periodical Titles				
Total (000)	220	3.3	43.8	267.1
Per Library	337	59	281	309
Per 1,000 Patrons	315	75	932	339
Audiovisual Items				
Total (000)	924	69.4	671	1,664
Per Library	1,412	1,239	4,300	1,926
Per 1,000 Patrons	1,324	1,577	14,272	2,109
Audiovisual Items Added				
Total (000)	29	4.1	17.2	50.3
Per Library	44	73	110	58
Per Patron	0.04	0.09	0.37	0.06

SOURCE: King Research, Inc., Input and Output Survey of Libraries

Special Libraries (N=652; n=33); Public Institutional Libraries (N=56; n=24); Private Institutional Libraries (N=156; n=11)

Table 6.4 gives circulation and interlibrary loan activity for the three types of libraries. There are about 3.5 million items circulated. Special libraries account for nearly three-fourths of these. The most per library and per patron is done by public institutional libraries, which is unusual because of the fewer volumes in these libraries. These libraries also borrow (ILL) quite a few more items than they lend (8,600 vs. 2,600 items), although on a per library basis they borrow less than the other two types of libraries (154 vs. 218 per library for special libraries and 628 items for private institutional libraries). The private institutional libraries borrow far more on a per patron basis, even though their volumes added and periodical titles are also highest on a per patron basis.

Reference activity is summarized in Table 6.5. public institutional libraries are much less likely to engage in any of the reference activities given. Most private institutional libraries do online bibliographic searches (91%) and about one-half of special libraries do as well. However, fewer of them perform online searches of other databases (28% vs. 39% for special libraries). Overall, 18.3 percent of the libraries indicate they do research analysis with reports, although private institutional libraries are more likely to do so. Special libraries are most likely to provide referral to companies, agencies, consultants, etc.

These libraries also provide patron access to special equipment or systems (see Table 6.6). The most frequent equipment is photocopiers (65%) with special libraries being the most frequent (70%) and public institutional libraries the least (46%). The private institutional libraries are more likely to provide such access to microcomputers and terminals, CD-ROM, and terminals to search external databases, with special libraries more likely to provide terminals to search catalogs and microform reader/printers. Public institutional libraries have more video equipment than the other libraries. Department of Corrections libraries are less likely to have terminals for security reasons.

TABLE 6.4

CIRCULATION AND INTERLIBRARY LENDING OF SPECIAL AND INSTITUTIONAL LIBRARIES:

Total and Average Circulation and Interlibrary Items Borrowed and Loaned By Type of Library; Massachusetts, 1990

	Special Libraries	Public Institutional Libraries	Private Institutional Libraries	Total
Circulation				
Total (000)	2,499	713	298	3,510
Per Library	3,830	12,730	1,910	4,060
Per Patron	3.6	16.2	6.3	4.4
Interlibrary Items Borrowed				
Total (000)	142	8.6	98	249
Per Library	218	154	628	288
Per 1,000 Patrons	203	195	2,085	316
Interlibrary Items Loaned				
Total (000)	144	2.6	92	239
Per Library	221	46	590	277
Per Patrons	0.21	0.06	1.96	0.30

SOURCE: King Research, Inc., Input and Output Survey of Libraries

Special Libraries (N=652; n=33); Public Institutional Libraries (N=56; n=24); Private Institutional Libraries (N=156; n=11)

TABLE 6.5

REFERENCE ACTIVITY OF SPECIAL AND INSTITUTIONAL LIBRARIES:

Proportion of Libraries That Engage in Various Reference Activities By Type of Library; Massachusetts, 1990

	Special Libraries (%)	Public Inst. Libraries (%)	Private Inst. Libraries (%)	Total (%)
Online Bibliographic Searches	51.5	8.9	91.0	55.8
Online Searches Other Databases	39.4	8.9	27.6	35.3
Research Analysis With Report	15.2	3.6	36.5	18.3
Referral to Co., Agency, etc.	36.4	8.9	18.0	31.3

SOURCE: King Research, Inc., Input and Output Survey of Libraries

Special Libraries (N=652; n=33); Public Institutional Libraries (N=56; n=24); Private Institutional Libraries (N=156; n=11)

TABLE 6.6

SPECIAL AND INSTITUTIONAL LIBRARY PATRON ACCESS TO SPECIAL EQUIPMENT/SYSTEMS:

Proportion of Libraries That Provide Access; By Type of Equipment; By Type of Library; Massachusetts, 1990

	Special Libraries (%)	Public Institutional Libraries (%)	Private Institutional Libraries (%)	Total (%)
Microcomputers/Terminal	21.2	25.0	54.5	27.5
CD-ROM	18.3	3.6	27.6	19.0
Terminal To Search Catalog	24.2	3.6	18.0	21.7
Photocopies	69.6	46.4	54.5	65.4
Microfilm Reader/Printer	45.4	3.6	36.5	41.1
Video Equipment	18.3	46.4	45.5	25.0

SOURCE: King Research, Inc., Input and Output Survey of Libraries

Special Libraries (N=652; n=33); Public Institutional Libraries (N=56; n=24); Private Institutional Libraries (N=156; n=11)

SECTION 7

LIBRARY COOPERATIVE SERVICES AND OPERATIONAL ACTIVITIES

7.1 Background

Librarians in the U.S have been particularly ingenious and generous in developing cooperative library systems and services. They have engaged extensively in "sharing resources" such as collections, staff, equipment, and systems, etc. to provide more extensive patron services or to perform operational activities better. In recent years, King Research performed a national survey (for the U.S. Department of Education) to identify such services and has conducted nearly 100 statewide, regional, or local studies. Well over 100 distinct cooperative services or operational activities have been identified in these studies; these range from interlibrary lending and reference referral to automated cataloging and circulation to performance of acquisitions and physical processing to shared consulting services. All of the cooperative services and operational activities involve shared library resources such as collections and other materials, staff, equipment and systems, facilities and so on.

Advantages of cooperation and resource sharing among libraries include achievement of economies of scale and/or better service provision. By economies of scale, we mean that some services or activities can be provided at less cost per transaction as the number of transactions involved increases. There are several reasons for economies of scale. First, when large fixed costs such as in purchasing equipment are spread over more transactions, the average cost decreases (e.g., the average automation cost per item circulated is less up to a point for two libraries than for the two libraries to have their own systems). Second, there are many instances where volume discounts can be negotiated with vendors (e.g., book brokers, bibliographic vendors, furniture, supplies, etc.). Third, some activities can be done in a production-like manner less expensively in large operations than in small ones (e.g., this is found to be true for ILL request processing, cataloging, physical processing, etc.). Finally, it can be less expensive to share services of persons with special competencies (e.g., children's programming, automation expertise, accounting, grant preparation, etc.). On the other hand, there have been found to be disadvantages as well in cooperation including unexpected costs, difficulties in getting participating libraries to agree on service provision standards, inevitable inequities (in that some cooperating libraries will, by necessity, provide more than others), the desirability of having a large library involved in order to achieve optimum economies of scale, reluctant local officials, and so on.

All things considered, there can be tremendous net economic and performance advantages in library cooperation. On the other hand, many librarians and local officials are not aware of the full range of potential cooperative services available and currently utilized by libraries in the U.S. Below is a partial listing of cooperative library services and operational functions:

Patron Access To Collections and Materials

1. interlibrary lending from one library to another of books, photocopies of articles, audiovisual materials, etc.,
2. reciprocal borrowing or patron access to collections without circulation,
3. cooperative collection development, and
4. rotating collections and/or bookmobiles that visit libraries.

Reference, Referral, and Research Services

5. manual searching of reference material and printed bibliographies,
6. automated bibliographic database searching,
7. automated numeric and other database searching,
8. referral searching services,
9. research analysis services, and
10. job information and services for patrons.

Outreach Services

11. inmates in correctional institutions,
12. patients in hospitals, mental institutions, or nursing homes,
13. citizens in remote or sparsely populated areas,

14. homebound citizens,

15. citizens with impairments (e.g., deaf, blind, or physically handicapped), and

16. non-English-speaking citizens.

Library Operational Activities

17. collection development (for each participating library),

18. acquisitions or ordering,

19. cooperative purchasing,

20. materials examination,

21. ongoing cataloging,

22. retrospective conversion,

23. catalog production,

24. union list production,

25. physical processing,

26. conservation and/or preservation,

27. circulation control,

28. request processing, bibliographic verification, etc. for interlibrary loan

29. delivery services for interlibrary loan,

30. mail delivery,

31. facsimile equipment,

32. electronic mail, bulletin boards, and other networks,

33. record keeping for participating libraries (e.g., accounting, payroll, billing, etc.),

34. public relations through print products such as posters, signs, pamphlets, exhibits, etc.,

35. PR through newspaper articles,

36. PR through radio and television programs and spot announcements, and

37. evaluation and user studies.

Consultant Services

38. adult,

39. young adult,

40. children's,

41. youth services,
42. outreach,
43. general automation and systems,
44. library administration, and
45. public relations, marketing, and/or studies.

Continuing Education

46. workshops for participating library staff,
47. workshops for trustees/board/council members,
48. workshops for patrons, administrators, faculty, etc.,
49. adult continuing education,
50. shared professional collections for library staff,
51. shared professional collections for other professional groups, and
52. other special programs and meetings.

In this section we briefly describe the current status of resource sharing centers and other activities in Massachusetts. We also discuss the types of resources involved in resource sharing, some advantages and disadvantages of cooperation, indicators of economies of scale when appropriate, and estimates of extent of current resource sharing in Massachusetts. Note that tables in this section are at the end of the section to provide better continuity of text.

7.2 Resource Sharing Centers

There are basically five types of formal resource sharing centers in Massachusetts:

(1) 3 Regional Public Library Systems (with 13 contracted subregional libraries),
(2) The Library of Last Recourse,
(3) 11 Automated Resource Sharing Networks,
(4) Other formal and informal resource sharing, and
(5) Consultant and other Commonwealth services provided by the staff of MBLC.

These resource sharing centers overlap substantially in terms of geographic areas and libraries served. Furthermore, there is also some overlap in the services provided. The five types of centers are described below.

Regional Public Library Systems

The three Regional Public Library Systems are:

- Eastern Region (EMRLS) located at the Boston Public Library with subregional libraries in Andover, Wellesley, Quincy, Bridgewater, New Bedford, Falmouth, and Boston. There are 200 member libraries. The 1991 annual budget for this region is \$4.08 million (\$20,400 per member, \$0.92 per capita). The breakdown of these input resources for services are: ILL (\$1.3 million), reference (\$1.0 million), technical services/automation (\$0.45 million), A-V services (\$0.23 million), administration (\$0.06 million) and Eastern Region/Regional Services office (\$1.3 million).
- Central Region (CMRLS) located at Worcester Public Library with a subregional library at Fitchburg. There are 71 member libraries. The 1990 annual budget is \$943,000 (\$13,300 per member, \$1.24 per capita). The breakdown for services are ILL (\$151 thousand), delivery (\$104 thousand), reference (\$209 thousand), public relations (\$46 thousand), consultant services (\$111 thousand), A-V services (\$148 thousand), Talking Book Library (\$6 thousand), deposit collection (\$143 thousand), and administrative (\$103 thousand).
- Western Region (WMRLS) located at Hatfield with subregional libraries in Pittsfield, Springfield, and Northampton. There are 101 member libraries. The 1990 budget was \$958,000 (\$9,500 per member, \$1.18 per capita). Input costs by resources (not services) are: salaries (\$683 thousand), books (\$81 thousand), A-V materials and equipment (\$58 thousand), contract services (\$26 thousand), other (\$110 thousand).

The basic services provided by the Regional Public Library System include interlibrary lending, reference, and research services, lending of audiovisual materials and equipment, centralized purchasing of supplies, bookmobile services and deposit collections, technical services support, consultant and technical assistance, and other services. The services vary among Regions because of the wide disparity of environments and library support needs.

Boston Public Library (BPL) has been designated the **Library of Last Recourse**. An appropriation on a per capita basis is provided to BPL. MGL Ch 78, S 19C appropriates $0.50 for each resident of the state to the Library of Last Recourse. The BPL currently receives about $0.768 per capita. The principal service is access to an exceptional collection of research, business, and other scholarly materials. Services include twice weekly delivery to Central and Western Regional Headquarters, UMass-Amherst, Medical School-Worcester, microfiche access to serials holdings, and circulation of research materials for use within any library across the state. An agreement between MBLC and BPL states that no more than 50 percent of funds from state sources provided for the Library of Last Recourse shall be expended on personnel.

Eleven **Automated Resource Sharing Networks** have been developed since 1980, largely through LSCA and Commonwealth funds disbursed by MBLC ($12.7 million). However, according to the report Automated Networks in Massachusetts 1991, an even greater amount of local funds have been used for system enhancements ($18.9 million), thus demonstrating interest and willingness by local municipalities to pay for resource sharing services. The basic resource sharing concept behind Automated Resource Sharing Networks is that groups of libraries can cost-effectively utilize automated bibliographic databases through sharing centralized computers and databases. There are six basic services now being provided by these centers: cataloging, automated circulation, online public access catalog (OPAC), interlibrary lending (request processing), search services, and acquisitions.

The database and bibliographic records (MARC format) consists of library holdings of primarily books, but also periodicals, videos, records, etc. From this central database one can search to determine availability of items for circulation and for interlibrary loan. Some member libraries have public access catalogs so that patrons can have direct access to the database for local use, interlibrary loan, or non-resident use in another library. The automated system can also be used for cataloging, acquisitions, collection development, and other operational activities. Some of these centers have several types of libraries as members (i.e., public, academic, and special libraries). Thus far, school libraries have been only minimally involved.

A description of these centers follows:

- Automated Bristol Library Exchange (ABLE) is located in Seekonk. There are 10 full members and 11 dial-up members (all public). The vendor is DYNIX. The operating budget is $163,700 (63% from members). The center provides cataloging, public access catalog, and interlibrary lending (23,517 loans). There are 422,000 titles and 879,000 items on the system, and annual circulation is 763,000.

- Cape Libraries Automated Materials Sharing (CLAMS) is located in Hyannis. There are 15 full members and 5 dial-up members (public, academic, and special). The vendor is DRA.

- Central/Western Massachusetts Automated Resource Sharing (C/W MARS) is located in Paxton. There are 43 full members and 23 dial-up members (public, academic, and special). The vendor is CARL. The operating budget is $763,867 (92% from members). The center provides public access catalog and interlibrary loan (50,000 loans). There are 818,000 titles and 5,304,125 items on the system, and annual circulation is 3,308,525.

- Fenway Libraries Online (FLO) is located in Wentworth Institute. There are 7 full members and no dial-up members (academic and special). The vendor is DRA. The operating budget is $180,000 (98.9% from members). The center provides acquisitions, interlibrary lending, and delivery. There are 350,000 titles and 600,000 items on the system.

- Metropolitan Boston Library Network (MBLN) is located in Boston. There are 7 full members and no dial-up members (public). The vendor is DRA. The operating budget is $439,065 (83% from members). The center provides cataloging, public access catalog, delivery, and OCLC ILL. There are 695,012 titles and 2,234,316 items on the system, and annual circulation is 4,716,311.

- Minuteman Library Network (MLN) is located in Framingham. There are 24 full members and 6 dial-up members (public, academic). The vendor is DRA. The operating budget is $631,609 (88% from members). The center provides cataloging, public access catalog, interlibrary lending (32,500 loans), and OCLC ILL. There are 630,000 titles and 3,000,000 items on the system, and annual circulation is 4,800,000.

- Merrimack Valley Library Cooperative (MVLC) is located in Andover. There are 24 full members and 11 dial-up members (public). The vendor is CLSI. The operating budget is $445,222 (87% from members). The center provides cataloging, public access catalog, interlibrary lending (22,175 loans), delivery and OCLC ILL. There are 531,481 titles and 1,730,042 items on the system, and annual circulation is 2,827,438.

- North of Boston Library Exchange (NOBLE) is located at North Shore Community College. There are 22 full members and 3 dial-up members (public, academic, special). The vendor is CLSI. The operating budget is $378,900 (85% from members). The center provides cataloging, public access catalog, and interlibrary lending (65,422 loans). There are 664,853 titles and 1,883,073 items on the system, and annual circulation is 2,054,300.

- Old Colony Library Network (OCLN) is located at Massasoit Community College. There are 21 full members and no dial-up members (public). The vendor is DYNIX. The operating budget is $327,023 (84% from members). The center provides cataloging, public access catalog, and interlibrary lending (11,143 loans). There are 270,000 title and 935,000 items on the system, and annual circulation is 22,400.315.

- Southeastern Automated Libraries (SEAL) is located in South Dartmouth. There are 12 full members and 4 dial-up members (public). The vendor is DYNIX. The operating budget is $291,436 (85% from members). The center provides cataloging, public access catalog, and interlibrary lending (4,258 loans). There are 344,537 titles, and 732,171 items on the system, and annual circulation is 802,361.

- University of Lowell Collaborative (ULOWELL) is located at the University of Lowell. There are 2 full members and 3 dial-up members (academic and special). The vendor is DRA. The center provides cataloging, public access catalog, and interlibrary lending (4,258 loans). There are 350,000 titles and 500,000 items on the system, and annual circulation is 55,000.

Another important resource sharing center is **The Boston Library Consortium** which serves a cooperative association of eleven academic and research libraries. It resides in the Boston Public Library. In particular, the Consortium provides mutual patron access to member institutions, publication of a Union List of Serials (80,000 titles), preservation projects, and professional development. Plans include linking of institutional online catalogs through an electronic network (NEARnet -- New England Academic and Research Network) and supporting the Union List of Serials as an online database with a public search database. Customized Tables of Content will be made available. There are 26,200 interlibrary loan transactions in the Consortium (69% of which are photocopies) and 70,000 ILL requests from outside the Consortium per year are filled as well. Expenses in 1990 were $153,000.

In addition, there are many other formal and less formal library resource sharing activities taking place throughout Massachusetts. Resource sharing is also done through

NELINET (OCLC), Research Library Network (RLN), Fenway Library Consortium, Worcester Area Cooperating Libraries (WACL), Southeastern Massachusetts Cooperating Libraries (SMCL), Boston Theological Institutes, Northeast Depository Library, Northeast Consortium of Law Libraries, MAMUL, among others and several informal groups of libraries formed to provide cooperative purchasing.

The **Massachusetts Board of Library Commissioners** (MBLC) might be considered a resource sharing center because of consulting and other services provided by its staff. There are certain consulting services that should be provided on a Commonwealth-wide basis and it is appropriate for MBLC to provide such services. The MBLC also provides coordination of programs with and among school media centers, public, academic, special, institutional libraries, and libraries serving the handicapped. It is accomplished via representation on the State Advisory Council on Libraries, the Network Advisory Committee, through meetings with regional Administrators, representative groups and professional associations and through wide dissemination of information about LSCA programs.

7.3 Patron Access to Collections Through Interlibrary Lending

Libraries have found that is less expensive to borrow infrequently used materials (or those that have been lost or mutilated) than to purchase them. Library materials cost a great deal more than the purchase price alone. In fact, from the cost finding study, we find that staff costs involved in processing materials alone are more than that of the materials. Thus, a $20.00 book may actually cost the library $44.00 when staff time for processing is included. Because of their nature, small towns and libraries will infrequently use many materials and, therefore it is less expensive to borrow than purchase them. However, borrowing books or obtaining photocopies of articles is not inexpensive to either the borrowing or the lending library. A borrowing library must locate a source from which to borrow, sometimes do bibliographic verification, log-in and return the borrowed item. The lending library must process the request (and sometimes do bibliographic verification), see if it is available, obtain it from the shelf (and/or photocopy it), record the loan, package it, send it, and log-in and reshelve the item upon return. There must also be a mechanism for sending messages and materials as well. In Massachusetts, the cost finding study gives an average cost of borrowing an item as $6.30; the cost of lending as $2.30 (is less than ½ the amount observed elsewhere). There are other costs to the lending library as well. Sometimes access is denied to the library's patron because the item is out (5% of ILL's observed elsewhere) and some materials are returned damaged (1% of ILL's observed elsewhere). Also there is a cost to borrowing patrons in terms of delays. In Massachusetts, the patrons needed materials in less than two days 48 percent of the time and in two to five days 8 percent of the time, but the average elapsed time from request to receipt is 8.4 days. On the other hand, it is estimated that it would cost the borrowing library an average of $48 to purchase the item; the cost to the patron would be $20 and it would require an average of 33 minutes to go elsewhere. Thus, on balance ILL is a very useful and growing library service and should continue to be supported and enhanced in Massachusetts.

One potential difficulty is that there tend to be large "net lending" libraries. In fact, in Massachusetts, 651 libraries are "net borrowers," and 487 libraries are "net lenders" — some (11%) over 1,000 items per year. The total number of net loans is estimated to be about 80,000 for public libraries and about 110,000 for all the other libraries. A question arises as to whether the lending libraries should be compensated by the borrowing library or the Commonwealth. In fact, 9 percent of the loans are estimated to involve a charge ($6 on the average). Nationally, many academic libraries are adopting this policy.

It has been found that there are economies of scale involved in some ILL-related activities. For interlibrary lending, the costs from Massachusetts cost finding are estimated to be as follows:

Lending Transactions	Average Cost
Less than 1,000	$5.20
1,000 - 5,000	$3.54
Over 5,000	$1.72

Average interlibrary borrowing costs are $6.45 for under 1,000 borrowing transactions and $5.87 for over 1,000.

Elsewhere, average cost to lend and borrow are found to be as follows:

No. of Transactions	Cost to Lend			Cost to Borrow	
	Filled	Process, Verify, & Locate	Process Only	Filled	Unfilled
Less than 1,000	$13.50	$9.50	$4.10	$8.50	$4.90
1,000 - 2,000	8.50	5.60	2.60	6.00	3.10
2,500 - 5,000	5.70	3.00	1.90	3.70	1.20
5,000 - 10,000	4.40	2.30	1.40	2.80	1.00
over 10,000	4.10	2.10	1.30	2.40	0.90

SOURCE: King Research, Inc., Compilation of data from studies in Pennsylvania, New York, Wisconsin, Arizona, and a national survey of libraries.

In Massachusetts, about 1,000 libraries engaged in interlibrary borrowing (75% of public, 81% of academic, 33% of school, 54% of institutional, 73% of special). In particular, school libraries borrow far less than observed in "mature" ILL states such as New York, Pennsylvania, Wisconsin, etc. There is some degree of use of outside services for ILL request processing (e.g., 6% of public libraries use Regional services and 16% use automated network services). See Table 7.20. Interlibrary loan verification/location is also done by outside sources (e.g., 4% by Regional Public Library Systems and 24% by Automated Resource Sharing Library Networks). See Table 7.21. The latter service is considered to be important (3.99 average rating), but there is some problem with satisfaction (3.56 overall, 3.61 quality, 3.40 timeliness). There are about 600,000 interlibrary loans in Massachusetts. If all ILL processing, bibliographic verification and fulfillment is done so that the critical mass is achieved, there would be a saving of about $700,000 to all types of libraries in Massachusetts.

7.4 Patron Access to Collections Through Reciprocal Borrowing or Patron Access to Collections Without Circulation

Libraries allow registered patrons of participating libraries to borrow materials or to at least use them in the library. Resources involve the collections, staff (much less than ILL), shared catalogs or union lists, and photocopying equipment. Advantages are that (1) the "borrowing" library requires small collections and (2) compared with ILL, costs much less to both "borrowing" and "lending" libraries. Disadvantages include: (1) potential inequities among participating libraries, (2) burden to "borrowing" patrons, (3) potential denied use to "lending" library patrons, (4) damage to loaned materials and (5) problems with controlling and maintaining registration lists.

At the May, 1991, MLA Annual Conference, Roland Piggford reported that 279 municipalities reported 4.27 million loans to non-residents of a total of about 36.6 million circulations (i.e., 12% non-resident of the total). The total is over twice the amount estimated from a sample in 1977 (1.9 million). In the paper, three basic conclusions were made:

1. While statewide library circulation has remained virtually the same (35.9 million for 1977 vs. 36.6 million for 1990) non-resident lending has increased substantially;
2. Many more municipalities are significantly involved in providing loans to non residents;
3. Non-resident lending has become the primary manifestation of resource sharing among the Commonwealth's public libraries.

This paper is provided in Appendix B.

Our estimate of circulation and non-resident circulation from the Input and Output Survey is 36.9 million and 4.5 million respectively. In addition to loans, we estimate from the public library Patron Survey that 17.2 percent of the visits to public libraries are by persons who do not live in the town/city where the library is located, and 10.6 percent of the visits are by persons who neither live nor work in the town. Thus, of the 27 million visits to public libraries, about 2.9 million are estimated to involve persons who neither live nor work in the town. These data seem to confirm the circulation data above.

The MLA paper gives several reasons for the increase in non-resident borrowing including (1) increased publicity concerning this option and (2) the subsequent development and implementation of Automated Resource Sharing Networks. Evidence shows that the rate of increase of direct non-resident loans for libraries in the four most mature networks is much higher than statewide (189% vs 128%). We tried to determine this in the Patron Survey. We asked visitors who do not live or work in the town/city, how they were referred to the library. About 23 percent of these visits were referred by a librarian and 2 percent by an online catalog or CD-ROM catalog search. Either of these could involve union lists provided through Automated Resource Sharing Networks. The most prevalent reason given is referral by another person for 48 percent of the visits. About one-fourth did not specify a response. Another reason for the increase is that librarians may be referring patrons to other libraries in lieu of interlibrary borrowing (i.e., ILL) which, as mentioned above, is expensive. This, of course, shifts the cost burden from libraries to patrons as well as from the "borrowing" library to the "lending" library.

Circulation and reshelving costs (in labor) an average of about $0.34 per item borrowed. This per unit cost is low compared with other studies ($1.50). This amount is less for libraries using Automated Networks ($0.30) than those using in-house automation ($0.34) or that are not automated ($0.41). For non-automated circulation, the cost is $0.45 for less than 50,000 items circulated and $0.38 for more than that number; therefore, there appears to be some evidence of economies of scale.

A paper by John Ramsay discussing current conditions and one concerning interpretations of and a review of policies in other states is given by Dianne Carty in Appendix B.

7.5 Patron Access to Collections Through Cooperative Collection Development

An enhancement of patron access to collections through interlibrary loan or reciprocal borrowing is cooperative collection development among participating libraries (see Table 7.12). In such an arrangement, library participants agree that specified libraries should emphasize collections in certain subject areas to be shared among all libraries through ILL, reciprocal borrowing or patron access. Resources can include collection, staff, shared catalogs or union lists. The principle advantage is having a much better common collection than any one library could have. We have observed a number of instances in which cooperative collection development has been extremely successful. Disadvantages are: (1) difficulty in arriving at agreed upon "shared" collections and (2) sometimes perceived inequities. We have no data on economies of scale or savings that might be achieved.

Only eight percent of the public libraries are said to engage in cooperative collection development (mostly through Automated Resource Sharing Networks). About an equal number expressed an interest in participating in this form of resource sharing (rating the desirability as 4.20 and two-thirds of them indicated they would or might pay for the service).

7.6 Patron Access to Collections Through Rotating Collections

Some cooperatives maintain special collections (e.g., classics, children's books, etc.) that are rotated periodically from library to library. Resources are the rotating collection (and other materials such as art, AV, etc.), staff, delivery equipment, etc. The advantage is that small libraries (or reading centers) can provide materials not otherwise possible. Disadvantages are: (1) cost of maintaining and distributing the rotating collections and (2) limited time each library has the materials.

Elsewhere, it is estimated that rotating collections cost about $2.00 per item to maintain or about $380 per library. We do not know the extent to which rotating collections are used in Massachusetts, although it is understood that some bookmobiles are used in this way.

7.7 Reference, Referral, and Research Services

This class of service includes:

- Manual searching of reference material and printed bibliographies (Table 7.14).

- Automated bibliographic database searching (Table 7.15).
- Automated numeric and other database searching (Table 7.16).
- Referral searching services (Table 7.19).
- Research analysis services (Table 7.18).
- Job information and services for patrons.

These services are usually provided by cooperatively "centralized centers" or large designated libraries that have special resources such as staff with specific reference competencies, extensive reference collections, online search capabilities (i.e., vendor passwords, terminals, etc.), CD-ROM equipment, and so on. Usually only difficult queries are referred to the centralized centers. Contact is usually made by a librarian, but patrons could go to the centers or call them as well. Sometimes patrons are sent copies of materials, although bibliographic citations or answers to specific questions are more common. Advantages are that requests can be handled at less cost and usually with better quality. Disadvantages include: (1) delayed responses, (2) less direct contact with patrons, and (3) cost to providing libraries.

There is a definite economy of scale for these services and it is believed that the quality of the services must also increase as the size of reference collections increase and the ability to use reference librarians with greater competency increases. Elsewhere economies of scale are as follows:

• Manual searching —	less than 1,000	$12.80 per search
	over 1,000	$ 7.60 per search

• Automated bibliographic database searching —		
	less than 50	$35.00 per search
	50 - 100	$28.50 per search
	100 - 500	$21.10 per search
	over 500	$20.90 per search

• Automated numeric and other database searching —	less than 50	$57.00
	over 50	$35.00
• Referral searching services —	less than 50	$34.80
	50 - 100	$17.80
	over 100	$ 8.20

Public libraries indicate they use reference services to some degree: 39% for manual searching (mostly Regional services), 27 percent for automated bibliographic database searching (mostly Automated Resource Networks), 17 percent for automated numeric and other database searching (mostly vendors), and 5 percent for referral searching. Ratings are in the 3.40 to 3.60 range, which is low. About 10 percent of the public libraries indicated they would like to get these services in the future. Desirability was rated highest for manual and automated bibliographic searches (4.36 and 4.39 respectively). About 30 percent said they would, or might, be willing to pay for manual searches and 88 percent said so for automated bibliographic searches.

7.8 Outreach Services

These services generally involve small populations or groups of patrons who have difficulty using library services by virtue of distance, immobility, institutionalization, or physical, mental or language impairment. These outreach programs involve special services to:

- inmates in correctional institutions,
- patients in hospitals, mental institutions, or nursing homes,
- citizens in remote or sparsely populated areas,
- homebound citizens,
- citizens with impairments (e.g., deaf, blind, or physically handicapped), and
- non-English-speaking citizens.

Cooperation involving these services is often done from a centralized center or library that serves the geographic area of a group of libraries. Persons who have difficulty visiting libraries are served by books-by-mail, bookmobiles, and similar services (see Tables 7.26 and 7.27). Citizens with impairments and non-English speaking persons are served by having specialized (infrequently used) materials or facilities in a single, reasonably accessible location (see Tables 7.28 - 7.30). Resources shared to provide the services include special collections and equipment, staff, mailing or bookmobile facilities, a library with entrance ramps, elevators, and other such facilities. The principle advantage of sharing such resources is economic and the principle disadvantages are placing some burden on patrons (to go to a central library) and inequities among participating libraries.

7.9 Library Operational Activities

Many operational activities lend themselves to cooperative and resource sharing for smaller library operations. Typical activities include:

- collection development (for each participating library, Table 7.11),
- acquisitions or ordering (Table 7.1),
- cooperative purchasing (Table 7.2),
- materials examination (Table 7.8),
- ongoing cataloging (Table 7.5),
- retrospective conversion (Table 7.6),
- catalog production (Table 7.4),
- union list production,
- physical processing (Table 7.7),
- conservation and/or preservation (Table 7.3),
- circulation control (Table 7.13),
- request processing, bibliographic verification, etc. for interlibrary loan (Tables 7.20, 7.21),

- delivery services for interlibrary loan (Tables 7.9, 7.10),
- mail delivery,
- facsimile equipment,
- electronic mail, bulletin boards, and other networks,
- record keeping for participating libraries (e.g., accounting, payroll, billing, etc., Table 7.33),
- public relations through print products such as posters, signs, pamphlets, exhibits, etc., (Table 7.34),
- PR through newspaper articles,
- PR through radio and television programs and spot announcements, and
- evaluation and user studies

Some of these activities are described below. Many library operational activities such as those above can be done more economically and/or better with large operations. Thus, in other states, they are often performed in a centralized center or large library. These cooperative operational activities involve combinations of shared resources such as staff, equipment and systems, facilities, etc. The advantages include less cost (sometimes substantially less and/or better quality and timeliness). Disadvantages are: (1) loss of direct control over the activities, (2) need to involve a large library to ensure optimum economies of scale, (3) potential inequities, and (4) need to establish an incentive or reimbursement to the providing center or library. A brief description, economies of scale (if relevant) and extent of current cooperation for some of these services are given below.

Collection development (for participating libraries) may be done by cooperative services for specific library members. It encompasses those activities which relate to or impact on the development of library collections of the library member, including determining selection policy, assessment of user needs, collection evaluation, selection of materials, etc. It includes providing pre-selected "buying lists." About six percent of the public libraries indicate they get some outside support for collection development. Both importance ratings (3.05) and satisfaction ratings (2.79) are low and therefore, it may not be an essential cooperative service. About eight percent of the libraries indicated they would like the service (3.94 desirability rating) and 65 percent said they would or might pay for the service.

Acquisitions or ordering involve systems used for obtaining library materials (books, periodicals, equipment and other materials), through purchase, exchange, or gifts. This includes preorder bibliographic searching, ordering and receiving materials, processing invoices, and the maintenance of the necessary records related to acquisitions. We observed economies of scale from studies, but not in the cost finding study in Massachusetts. Elsewhere, economies of scale were observed for having fewer or more than 5,000 observations ($3.54 for less than 5,000 and $1.80 for more than 5,000 items acquired). The average labor cost for the libraries participating in the cost finding study is $2.48 for labor. About 30 percent of the public libraries indicate they got outside support (mostly vendors such as Baker and Taylor). Even though the importance rating is high (4.22), the satisfaction rating is fairly low (3.67). About ten percent of the public libraries said they would like to get the service (4.29 desirability rating) and 67 percent said they would or might pay for the service.

Cooperative purchasing represents agreements used to purchase goods and equipment and maintenance services which are "mass" purchased, leased or rented through written agreements, usually at discounted rates, and shared by the library system and its members. This includes the purchase of books, periodicals, microforms, audiovisual materials which are utilized by cooperative services, members, or both. It also includes shared equipment such as projectors, fiche readers, and reproduction and computer equipment, in addition to administrative and library supplies. Economies of scale are achieved because of discount rates that can range from 20 to 50 percent depending on the type of vendors involved and size of orders. Well over one-half the public libraries indicate they currently get outside support for this service including materials, equipment, etc. Several informal groups of libraries have formed across the Commonwealth to do cooperative purchasing of library materials. Its importance rating is 3.73 and satisfaction rating is 3.32. About 40 percent of the public libraries have said they would like to participate in this service (4.53 desirability) and 60 percent said they would or might pay for the service.

Materials examination includes the examination of all new acquisitions of books, audiovisual materials (films, slides, sound tapes and records), microfiche, and other information/reference materials for possible inclusion in the cooperative service holdings or for sharing by member libraries. Materials examination in particular can be done as part of general processing of library materials. Only three percent of public libraries indicate they use this service. Its importance rating is 3.33 and satisfaction rate is 3.00.

Ongoing cataloging includes those activities performed by staff of cooperative services and/or library members, or other outside personnel, in preparation of bibliographic records for a catalog. Most cataloging done by outside sources involves automation. About 37 percent of the libraries indicated they use outside sources (mostly Automated Resource Sharing Networks). Importance rating is 4.26 and satisfaction is 4.01. Eleven percent of the libraries said they would like the service (4.06 desirability rating) and 88 percent said they would or might pay for it. In other studies we found cataloging costs to be $7.70 with less than 10,000 items and $4.00 with over that amount. The wide range of sources used to do cataloging made it difficult to identify economies of scale among the 16 libraries participating in the cost finding study.

Retrospective conversion involves conversion of bibliographic information into machine-readable form so that automated systems can be used to perform library functions such as circulation, public access catalogs, etc. Similar results are observed for this service as for ongoing cataloging.

Physical processing activities are carried out by a library or cooperative services, processing center, or others, to prepare items for use. For example, physical processing of books includes jacketing, affixing labels and pockets, ownership marking, etc. Very few libraries use an outside source for physical processing except for vendors (21%). Importance rating is 3.39 and satisfaction 3.51. Six percent would like to get the service (3.45 desirability) and 77 percent said they would or might pay for it. There are economies of scale: $3.70 below 10,000 items and $0.80 above that amount. In the cost finding study, average labor cost was $2.11 but no economies of scale appeared.

Circulation control involves the service/activity of lending, which includes those activities connected with charging or discharging items and maintaining records borrowed from the library or other collections. In a cooperative service environment, it includes the use of shared computer-based circulation systems, either shared by a cluster of libraries with cooperative service headquarters facilitation, or provided directly and entirely by headquarters to libraries. Thirty-one percent of the libraries receive this service, mostly from Automated Resource Sharing Networks. Importance rating 4.24 and satisfaction 3.54. Seven percent said they would like to get the service (4.60 desirability) and 80 percent said they could or might pay for it. The cost finding study revealed some cost savings for automation and economies of scale. Non-automated libraries cost $0.32 per item, in-house automation $0.25 and Network services $0.21. (Note that these costs do not include shelving costs -- about $0.084 per item.)

Delivery services involves items delivered or sent including letters, delivery envelopes, packages, packets of materials (e.g., printed book-marks), and so on. Includes: (a) all staff personnel based at libraries or cooperative services who deliver materials to headquarters and/or its members in support of cooperative service activities and administration on a regular basis; (b) all delivery services, such as professional courier companies and airline couriers that support library or cooperative services. Include delivery services which are cooperatively purchased between members or between members and headquarters of cooperative services. There is a real ambivalence concerning ILL delivery services in Massachusetts. About three-fourths say they receive such services. Importance rating is 4.45 and satisfaction is 3.95. However, a number of respondents to surveys and interviews indicted their need for the service, but disappointment at the current service. Most of the remaining libraries would like to get the services (4.80 desirability) and 75 percent said they would or might pay for the service.

7.10 Consultant Services

Consultant services involve a person (or persons) with very special competencies who visits participating libraries on a regular or scheduled basis. In some places, they are referred to as "circuit riders." Examples range from a person who regularly conducts children's programs or a library administrator who regularly visits small libraries or reading centers that do not have a professional librarian. The principal advantage is that small libraries can utilize expertise that otherwise would be unavailable to them or too expensive for them on a full-time basis. The principal disadvantage is the cost of travel and time required.

7.11 Continuing Education

- workshops for participating library staff.
- workshops for trustees/board/council members,
- workshops for patrons, administrators, faculty, etc.,
- adult continuing education,
- shared professional collections for library staff,
- shared professional collections for other professional groups, and
- other special programs and meetings.

These services involve arranging and conducting special programs for library staff and others (Table 7.31). The advantage is that a group of libraries can afford better programs than a single library. The disadvantages are: (1) establishing programs that are of interest to all participating libraries and (2) making the location equitable in distance.

TABLE 7.1

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR ACQUISITIONS ORDERING

Number of Public Libraries That Use Outside Services For Acquisitions Ordering

	Number of Libraries	Importance Rating			
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	2	2.50	4.50	4.00	3.50
LOLR	1	5.00	4.00	4.00	4.00
MBLC	0	-	-	-	-
Other Library	2	5.00	5.00	4.00	3.00
Other	56	4.32	3.88	3.95	3.88
Source Not Indicated	12	4.17	2.25	2.58	2.67

Number of Academic Libraries That Use Outside Services For Acquisitions Ordering

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	2	5.00	4.00	3.50	5.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	8	3.88	2.88	3.25	2.88
Source Not Indicated	4	3.50	1.00	1.00	0.75

Number of School Libraries That Use Outside Services For Acquisitions Ordering

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	15	3.93	4.07	4.00	3.60
Source Not Indicated	4	2.25	0.25	0.25	0.25

Number of Institutional Libraries That Use Outside Services For Acquisitions Ordering

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	5.00	5.00	4.00	4.00
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	5	3.40	3.40	4.40	2.60
Source Not Indicated	0	-	-	-	-

Number of Special Libraries That Use Outside Services For Acquisitions Ordering

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	2	0.25	2.50	2.25	2.50
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	1	-	-	-	-
Source Not Indicated	7	5.75	6.75	7.50	6.25

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1-very dissatisfied; 2-dissatisfied; 3-neutral; 4-satisfied; 5 - very satisfied.

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.2

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR COOPERATIVE PURCHASING

Number of Public Libraries That Use Outside Services For Cooperative Purchasing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	16	3.88	3.94	3.31	3.19
Auto. Res.	1	2.00	3.00	4.00	3.00
LOLR	1	3.00	4.00	5.00	4.00
MBLC	1	5.00	5.00	5.00	5.00
Other Library	20	4.05	3.75	3.85	3.70
Other	34	3.88	3.62	3.82	3.50
Source Not Indicated	74	3.58	2.92	3.19	2.86

Number of Academic Libraries That Use Outside Services For Cooperative Purchasing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	6	4.17	4.17	4.17	3.50
Source Not Indicated	0	-	-	-	-

Number of School Libraries That Use Outside Services For Cooperative Purchasing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	1	5.00	4.00	5.00	5.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	5.00	5.00	5.00	5.00
Other	10	4.70	4.40	4.80	4.20
Source Not Indicated	8	3.63	2.25	2.88	2.63

Number of Institutional Libraries That Use Outside Services For Cooperative Purchasing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of Special Libraries That Use Outside Services For Cooperative Purchasing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	3	2.25	3.50	3.50	3.50
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	2	1.25	2.50	2.25	2.00
Source Not Indicated	3	2.50	3.50	3.50	3.50

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.3

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR PRESERVATION

Number of Public Libraries That Use Outside Services For Preservation

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	8	3.00	2.88	2.63	2.63
Other Library	1	5.00	5.00	5.00	5.00
Other	10	3.50	4.10	4.10	3.90
Source Not Indicated	8	1.63	0.00	0.63	0.63

Number of Academic Libraries That Use Outside Services For Preservation

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	7	3.29	3.57	3.00	2.57
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	2	5.00	4.50	4.50	4.50
Other	8	4.00	3.88	3.88	3.88
Source Not Indicated	2	4.50	2.00	2.00	2.00

Number of School Libraries That Use Outside Services For Preservation

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	3	3.33	5.00	5.00	4.33
Source Not Indicated	1	1.00	0.00	0.00	0.00

Number of Institutional Libraries That Use Outside Services For Preservation

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of Special Libraries That Use Outside Services For Preservation

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	2	1.50	2.50	2.50	2.50
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	1	0.50	0.00	0.00	0.00
Source Not Indicated	5	2.50	2.75	2.50	2.75

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.4

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR CATALOG PRODUCTION

Number of Public Libraries That Use Outside Services For Catalog Production

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	5.00	4.00	5.00	3.00
Auto. Res.	0	-	-	-	-
LOLR	17	3.82	3.59	3.47	3.24
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	57	3.49	3.68	3.61	3.61
Source Not Indicated	15	2.47	2.27	2.27	2.20

Number of Academic Libraries That Use Outside Services For Catalog Production

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0				
Auto. Res.	13	4.62	4.00	4.00	3.92
LOLR	0				
MBLC	0				
Other Library	0				
Other	10	5.00	4.80	4.80	4.80
Source Not Indicated	3	3.67	3.00	3.00	3.33

Number of School Libraries That Use Outside Services For Catalog Production

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0				
Auto. Res.	0				
LOLR	1	0.00	0.00	0.00	0.00
MBLC					
Other Library					
Other	33	4.09	4.27	4.06	3.70
Source Not Indicated	12	3.42	1.92	2.33	2.08

Number of Institutional Libraries That Use Outside Services For Catalog Production

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	3	3.67	1.33	3.00	1.33
Source Not Indicated	3	0.67	1.33	1.33	1.00

Number of Special Libraries That Use Outside Services For Catalog Production

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	1	0.75	1.00	1.00	1.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.5

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR AUTOMATED CATALOGING: CURRENT MATERIALS

Number of Public Libraries That Use Outside Services For Automated Cataloging: Current Material

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	54	4.46	4.04	4.07	3.78
LOLR	13	3.92	4.54	4.62	4.46
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	9	5.00	4.44	4.56	4.00
Source Not Indicated	13	3.46	2.85	2.85	2.77

Number of Academic Libraries That Use Outside Services For Automated Cataloging: Current Material

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	8	4.75	4.75	4.63	4.50
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	2	5.00	3.00	3.50	3.00
Other	6	5.00	4.67	4.67	4.67
Source Not Indicated	2	4.00	2.00	2.00	2.00

Number of School Libraries That Use Outside Services For Automated Cataloging: Current Material

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	12	3.75	3.92	3.83	3.67
Source Not Indicated	6	4.00	1.50	2.17	2.33

Number of Institutional Libraries That Use Outside Services For Automated Cataloging: Current Material

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	2	3.50	4.50	4.50	4.50

Number of Special Libraries That Use Outside Services For Automated Cataloging: Current Material

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	1.25	1.00	1.00	0.75
Auto. Res.	1	0.75	0.50	0.00	0.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	1	1.25	1.25	0.75	1.25

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.6

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR RETROSPECTIVE CONVERSION

Number of Public Libraries That Use Outside Services For Retrospective Conversion

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	38	3.34	3.76	3.68	3.61
LOLR	6	3.50	3.33	3.33	3.33
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	15	4.20	4.47	4.33	4.20
Source Not Indicated	13	3.46	2.77	2.38	2.31

Number of Academic Libraries That Use Outside Services For Retrospective Conversion

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	3	2.33	3.67	3.67	3.67
Source Not Indicated	0	-	-	-	-

Number of School Libraries That Use Outside Services For Retrospective Conversion

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	6	3.00	3.33	3.17	3.00
Source Not Indicated	1	0.00	0.00	0.00	0.00

Number of Institutional Libraries That Use Outside Services For Retrospective Conversion

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of Special Libraries That Use Outside Services For Retrospective Conversion

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	1	1.25	1.25	1.25	1.25
MBLC	0	-	-	-	-
Other Library	1	0.75	1.00	1.00	0.75
Other	1	0.75	1.00	0.00	0.00
Source Not Indicated	5	6.00	5.25	5.25	5.25

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.7

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR PHYSICAL PROCESSING

Number of Public Libraries That Use Outside Services For Physical Processing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	44	3.75	3.73	3.82	3.32
Source Not Indicated	7	1.57	2.43	1.71	1.71

Number of Academic Libraries That Use Outside Services For Physical Processing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	5.00	4.00	4.00	4.00
Auto. Res.	4	4.50	4.25	4.00	3.75
LOLR	0	-	-	-	-
MBLC	1	4.00	5.00	5.00	5.00
Other Library	0	-	-	-	-
Other	3	3.33	4.67	4.67	4.33
Source Not Indicated	9	3.78	3.89	3.78	3.56

Number of School Libraries That Use Outside Services For Physical Processing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	22	3.27	4.55	4.45	3.68
Source Not Indicated	10	3.80	1.90	1.40	1.10

Number of Institutional Libraries That Use Outside Services For Physical Processing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	0.00	0.00	5.00	4.00
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	1	1.00	1.00	1.00	1.00
Source Not Indicated	1	0.00	0.00	0.00	0.00

Number of Special Libraries That Use Outside Services For Physical Processing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	1.25	1.00	1.00	1.00
Other	0	-	-	-	-
Source Not Indicated	3	2.50	1.00	1.00	1.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.8

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR MATERIALS EXAMINATION

Number of Public Libraries That Use Outside Services For Materials Examination

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	5.00	5.00	5.00	5.00
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	5	1.20	3.40	3.00	3.00
Source Not Indicated	3	2.67	3.00	2.67	3.00

Number of Academic Libraries That Use Outside Services For Materials Examination

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	1	5.00	5.00	5.00	5.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	4	3.50	4.00	4.75	4.25
Source Not Indicated	2	2.50	3.50	3.50	2.50

Number of Institutional Libraries That Use Outside Services For Materials Examination

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	4	2.50	2.50	2.25	1.75

Number of School Libraries That Use Outside Services For Materials Examination

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	7	3.14	3.86	4.29	4.29
Source Not Indicated	2	2.00	4.00	1.50	1.50

Number of Special Libraries That Use Outside Services For Materials Examination

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	2	1.75	2.50	2.50	2.50
MBLC	0	-	-	-	-
Other Library	2	1.50	2.50	2.50	2.50
Other	1	1.00	0.75	1.00	0.75
Source Not Indicated	3	2.75	1.25	1.25	1.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied;
5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.9

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR DELIVERY SERVICE (VANS)

Number of Public Libraries That Use Outside Services For Delivery Service (Vans)

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	11	4.91	4.00	3.82	3.45
Auto. Res.	3	4.67	4.00	4.33	4.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	2	5.00	3.00	3.00	3.00
Source Not Indicated	162	4.43	3.96	3.91	3.60

Number of Academic Libraries That Use Outside Services For Delivery Service (Vans)

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	4.00	4.00	4.00	4.00
Other	0	-	-	-	-
Source Not Indicated	1	0.00	3.00	3.00	3.00

Number of School Libraries That Use Outside Services For Delivery Service (Vans)

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
-Source Not Indicated	2	3.00	2.50	2.50	2.50

Number of Institutional Libraries That Use Outside Services For Delivery Service (Vans)

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of Special Libraries That Use Outside Services For Delivery Service (Vans)

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	2	2.25	1.00	1.00	1.00
LOLR	2	1.25	2.50	2.50	2.50
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	3	3.75	1.25	1.25	1.25
Source Not Indicated	7	6.76	7.25	7.01	7.01

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.10

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR COURIER SERVICE

Number of Public Libraries That Use Outside Services For Courier Service

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	1	5.00	5.00	5.00	5.00
Other Library	0	-	-	-	-
Other	13	3.46	4.15	4.31	4.23
Source Not Indicated	31	4.00	3.10	3.10	2.97

Number of Academic Libraries That Use Outside Services For Courier Service

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	1	4.00	4.00	5.00	5.00
Source Not Indicated	2	5.00	4.00	3.00	4.00

TABLE 7.10

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR COURIER SERVICE

Number of Public Libraries That Use Outside Services For Courier Service

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	1	5.00	5.00	5.00	5.00
Other Library	0	-	-	-	-
Other	13	3.46	4.15	4.31	4.23
Source Not Indicated	31	4.00	3.10	3.10	2.97

Number of Academic Libraries That Use Outside Services For Courier Service

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	1	4.00	4.00	5.00	5.00
Source Not Indicated	2	5.00	4.00	3.00	4.00

Number of School Libraries That Use Outside Services For Courier Service

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	2	4.50	5.00	5.00	5.00
Source Not Indicated	4	2.50	3.75	3.75	3.75

Number of Institutional Libraries That Use Outside Services For Courier Service

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	5.00	3.00	3.00	3.00
Other	0	-	-	-	-
Source Not Indicated	1	5.00	5.00	5.00	5.00

Number of Special Libraries That Use Outside Services For Courier Service For Courier Service

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	1	1.25	1.25	1.25	1.25
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	4	4.50	1.25	1.25	1.25
Source Not Indicated	5	4.25	4.25	4.00	3.75

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.11

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR COLLECTION DEVELOPMENT

Number of Public Libraries That Use Outside Services For Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	2	2.00	4.50	4.50	4.50
Auto. Res.	2	3.50	5.00	5.00	5.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	4	4.00	4.25	4.00	4.25
Source Not Indicated	8	3.75	2.88	2.88	2.75

Number of Academic Libraries That Use Outside Services For Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	1	2.00	3.00	3.00	3.00
Source Not Indicated	5	3.60	1.60	1.60	1.60

Number of School Libraries That Use Outside Services For Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	0.00	0.00	0.00	0.00
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of Institutional Libraries That Use Outside Services For Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of Special Libraries That Use Outside Services For Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	1.0	1.25	1.25	1.25
Other	0	-	-	-	-
Source Not Indicated	2	2.25	2.00	1.75	1.50

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1-very dissatisfied; 2-dissatisfied; 3-neutral; 4-satisfied; 5-very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.12

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR COOPERATIVE COLLECTION DEVELOPMENT

Number of Public Libraries That Use Outside Services For Cooperative Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	14	3.00	2.29	2.07	2.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	1	3.00	4.00	4.00	4.00
Source Not Indicated	5	3.80	3.80	3.80	3.80

Number of Academic Libraries That Use Outside Services For Cooperative Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	3.25	2.25	2.50	2.50
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	9	3.56	4.22	4.33	4.33
Source Not Indicated	1	5.00	0.00	0.00	0.00

Number of School Libraries That Use Outside Services For Cooperative Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	1	5.00	5.00	5.00	5.00

Number of Institutional Libraries That Use Outside Services For Cooperative Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of Special Libraries That Use Outside Services For Cooperative Collection Development

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	2	2.00	2.50	2.50	2.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.13

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR CIRCULATION CONTROL

Number of Public Libraries That Use Outside Services For Circulation Control

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	56	4.50	3.88	3.66	3.75
LOLR	1	5.00	5.00	5.00	5.00
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	4	2.50	3.50	3.25	3.25
Source Not Indicated	12	3.67	1.75	1.67	1.67

Number of Academic Libraries That Use Outside Services For Circulation Control

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	2	3.50	2.50	2.50	2.50

Number of School Libraries That Use Outside Services For Circulation Control

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	9	4.22	3.22	3.22	3.11

Number of Institutional Libraries That Use Outside Services For Circulation Control

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	4	4.75	3.25	3.25	2.75

Number of Special Libraries That Use Outside Services For Circulation Control

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	1.25	0.00	0.00	0.00
Auto. Res.	1	1.25	1.00	1.00	0.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	2	2.50	2.50	2.50	2.50
Other	1	1.25	0.00	0.00	0.00
Source Not Indicated	7	7.00	6.01	6.00	5.75

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.14

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR MANUAL SEARCHES

Number of Public Libraries That Use Outside Services For Manual Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	20	3.50	3.60	3.65	3.45
Auto. Res.	9	4.44	3.22	3.44	3.22
LOLR	9	3.67	3.67	4.00	3.33
MBLC	0	-	-	-	-
Other Library	8	4.25	4.38	4.38	3.95
Other	0	-	-	-	-
Source Not Indicated	56	3.73	3.09	3.14	3.02

Number of Academic Libraries That Use Outside Services For Manual Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	0.00	5.00	4.00	5.00
Other	0	-	-	-	-
Source Not Indicated	2	2.50	1.00	2.00	2.50

Number of School Libraries That Use Outside Services For Manual Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	5	3.20	4.20	4.20	4.20
Source Not Indicated	3	2.33	3.33	3.33	3.33

Number of Institutional Libraries That Use Outside Services

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of Institutional Libraries That Use Outside Services For Manual Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied;
5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.15

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR ONLINE BIBLIOGRAPHIC SEARCHES

Number of Public Libraries That Use Outside Services For Online Bibliographic Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	2	3.50	4.00	4.50	3.00
Auto. Res.	31	4.45	3.03	2.94	3.00
LOLR	6	4.33	4.50	4.50	4.17
MBLC	0	-	-	-	-
Other Library	1	3.00	5.00	5.00	5.00
Other	4	4.25	4.75	4.75	4.75
Source Not Indicated	25	3.56	3.32	3.28	3.12

Number of Academic Libraries That Use Outside Services For Online Bibliographic Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	0.00	3.00	3.00	3.00
Auto. Res.	7	4.29	3.71	3.71	4.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	3.00	5.00	5.00	5.00
Other	4	4.25	4.75	4.75	4.75
Source Not Indicated	25	3.56	3.32	3.28	3.12

Number of Academic Libraries That Use Outside Services For Online Bibliographic Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	0.00	3.00	3.00	3.00
Auto. Res.	7	4.29	3.71	3.71	4.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	5.00	5.00	5.00	5.00
Other	5	4.40	4.80	4.80	4.80
Source Not Indicated	2	5.00	4.00	4.50	3.50

Number of School Libraries That Use Outside Services For Online Bibliographic Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	1	3.00	4.00	5.00	5.00
Source Not Indicated	3	3.67	1.67	1.67	1.67

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.16

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR ONLINE SEARCHES OF OTHER DATABASES

Number of Public Libraries That Use Outside Services For Online Searches Of Other Databases

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	2	2.00	3.00	3.00	3.50
Auto. Res.	4	2.75	4.25	4.25	4.00
LOLR	3	3.33	3.00	3.67	2.33
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	2	3.50	5.00	5.00	5.00
Source Not Indicated	30	3.33	3.43	3.47	2.90

Number of Academic Libraries That Use Outside Services For Online Searches Of Other Databases

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	0.00	3.00	3.00	3.50
Auto. Res.	8	4.38	3.88	3.75	3.75
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	3	5.00	5.00	5.00	5.00
Source Not Indicated	5	4.60	3.80	3.80	3.40

Number of School Libraries That Use Outside Services For Online Searches Of Other Databases

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	4	5.00	5.00	4.75	4.75
Source Not Indicated	4	5.00	1.25	1.25	1.25

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.17

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR CD-ROM SEARCHES

Number of Public Libraries That Use Outside Services For CD-ROM Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	2.00	9.00	4.00	4.00
Auto. Res.	3	1.00	4.67	4.67	4.33
LOLR	2	5.00	0.00	0.00	0.00
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	9	4.44	3.56	3.67	3.67
Source Not Indicated	15	4.13	3.13	3.20	3.13

Number of Academic Libraries That Use Outside Services For CD-ROM Searches

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	2	2.00	4.00	4.00	4.50
Auto. Res.	5	4.80	4.80	4.80	4.60
LOLR	2	5.00	0.00	0.00	0.00
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	8	2.00	4.00	4.00	3.88
Source Not Indicated	4	4.50	3.25	3.25	2.50

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.15

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR RESEARCH ANALYSIS WITH REPORT

Number of Public Libraries That Use Outside Services For Research Analysis With Report

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	2	4.00	4.00	3.00	3.00
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	2	1.00	2.50	2.50	2.50

Number of Academic Libraries That Use Outside Services For Research Analysis With Report

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	3	2.00	3.00	3.00	2.67
Source Not Indicated	0	-	-	-	-

Number of School Libraries That Use Outside Services For Research Analysis With Report

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	2.00	3.00	3.00	2.67
Other	1	2.00	3.00	3.00	3.00
Source Not Indicated	0	-	-	-	-

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

TABLE 7.19

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR REFERRAL TO COMPANIES, ETC.

Number of Public Libraries That Use Outside Services For Referral To Companies, Etc.

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	1	2.00	4.00	3.00	3.00
Other Library	1	3.00	3.00	3.00	3.00
Other	4	3.00	1.25	1.50	1.25
Source Not Indicated	10	1.40	1.40	0.90	1.40

Number of Academic Libraries That Use Outside Services For Referral To Companies, Etc.

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	1	5.00	4.00	4.00	
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of School Libraries That Use Outside Services For Referral To Companies, Etc.

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	2	2.50	4.50	4.50	4.50
Other	2	0.00	2.50	2.50	2.50
Source Not Indicated	1	5.00	5.00	5.00	5.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.20

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR ILL REQUEST PROCESSING

Number of Public Libraries That Use Outside Services For ILL Request Processing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	16	4.19	9.06	4.00	3.38
Auto. Res.	40	4.20	3.88	4.00	3.60
LOLR	1	5.0	4.0	5.0	4.0
MBLC	0	-	-	-	-
Other Library	4	2.00	4.25	4.50	8.25
Other	1	0.00	5.00	4.00	3.00
Source Not Indicated	99	4.48	3.77	3.64	3.27

Proportion of Academic Libraries That Use Outside Services For ILL Request Processing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	3	5.00	4.67	4.33	4.33
LOLR	0	-	-	-	-
MBLC	1	5.00	0.00	0.00	0.00
Other Library	0	-	-	-	-
Other	1	3.00	0.00	1.00	1.00
Source Not Indicated	6	3.33	1.50	1.67	1.83

Number of School Libraries That Use Outside Services For ILL Request Processing

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	2	0.00	2.50	2.50	1.00
Source Not Indicated	2	2.50	5.00	5.00	5.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.21

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR ILL VERIFICATION LOCATION

Number of Public Libraries That Use Outside Services For ILL Verification Location

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	11	4.36	4.55	4.73	4.09
Auto. Res.	56	4.11	3.73	3.77	3.61
LOLR	3	3.00	2.67	3.00	3.33
MBLC	0	-	-	-	-
Other Library	8	3.38	4.38	4.38	3.75
Other	3	1.33	3.33	3.33	3.33
Source Not Indicated	52	4.12	3.12	3.17	2.94

Number of Academic Libraries That Use Outside Services

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	2	2.00	4.00	4.00	4.00
Other Library	0	-	-	-	-
Other	2	2.50	2.50	3.00	3.00
Source Not Indicated	1	0.00	0.00	0.00	0.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Number of School Libraries That Use Outside Services For ILL Verification Location

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	5.00	3.00	4.00	3.00
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	3	3.33	5.00	5.00	4.67
Other	4	4.50	4.50	4.50	4.50
Source Not Indicated	13	3.62	1.54	0.92	0.92

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.22

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR CHILDREN

Number of Public Libraries That Use Outside Services For Children

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	9	3.00	3.89	8.00	4.22
Auto. Res.	2	4.50	5.00	5.00	4.50
LOLR	5	3.40	2.60	2.60	2.20
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	18	3.78	3.56	3.44	3.56
Source Not Indicated	68	3.56	3.35	3.37	3.22

Number of Academic Libraries That Use Outside Services For Children

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	3.00	3.00	3.00	4.00
Other	1	1.00	0.00	1.00	1.00
Source Not Indicated	1	5.00	5.00	5.00	5.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.23

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR YOUNG ADULTS

Number of Public Libraries That Use Outside Services For Young Adults

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	2	4.50	5.00	5.00	4.50
Source Not Indicated	11	3.45	2.73	2.64	2.18

Number of Academic Libraries That Use Outside Services For Young Adults

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	1	5.00	5.00	5.00	5.00
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	3.00	4.00	4.00	4.00
Other	0	-	-	-	-
Source Not Indicated	2	0.00	2.00	2.00	2.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.24

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR GENERAL INTEREST

Number of Public Libraries That Use Outside Services For General Interest

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	1	4.00	4.00	4.00	4.00
Auto. Res.	0	-	-	-	-
LOLR	1	4.00	0.00	0.00	0.00
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	12	3.83	3.67	3.67	3.67
Source Not Indicated	16	3.38	2.06	2.13	2.00

Number of Academic School Libraries That Use Outside Services For General Interest

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	1	0.00	0.00	0.00	0.00

Number of School Libraries That Use Outside Services For General Interest

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated		2.75	2.50	2.50	2.50

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.25

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR OTHER

Number of Public Libraries That Use Outside Services For Other

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	3	0.67	4.00	4.00	4.00
Other Library	0	-	-	-	-
Other	2	5.00	1.50	2.00	2.00
Source Not Indicated	3	3.67	1.67	1.67	1.67

Number of School Libraries That Use Outside Services

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	3.00	0.00	0.00	0.00
Other	1	0.00	3.00	3.00	3.00
Source Not Indicated	4	3.50	1.50	1.00	1.50

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.26

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR BOOKMOBILES

Number of Public Libraries That Use Outside Services For Bookmobiles

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	1	3.00	0.00	0.00	0.00
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	76	3.95	3.43	3.29	3.09

Number of Academic Libraries That Use Outside Services For Bookmobiles

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	0	-	-	-	-

Number of School Libraries That Use Outside Services For Bookmobiles

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	0	-	-	-	-
Source Not Indicated	2	2.50	0.00	0.00	0.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.27

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR BOOKS BY MAIL

Number of Public Libraries That Use Outside Services For Books By Mail

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	5.00	5.00	5.00	5.00
Other	1	4.00	4.00	4.00	4.00
Source Not Indicated	7	2.71	3.29	3.43	3.14

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.28

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR THE DEAF

Number of Libraries That Use Outside Services For the Deaf

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	1	4.00	4.00	4.00	4.00
Source Not Indicated	11	3.64	3.45	3.45	3.45

Number of School Libraries That Use Outside Services For the Deaf

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	0.00	0.00	0.00	0.00
Other	1	5.00	5.00	5.00	5.00
Source Not Indicated	0	-	-	-	-

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.29

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR THE BLIND

Number of Public Libraries That Use Outside Services For the Blind

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	2	4.00	5.00	5.00	5.00
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	3	4.00	2.00	2.00	2.00
Other Library	8	3.25	3.75	3.75	3.63
Other	8	3.63	3.00	3.00	3.00
Source Not Indicated	19	3.00	3.25	3.21	2.89

Number of School Libraries That Use Outside Services For the Blind

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	0	-	-	-	-
Other	2	1.50	3.50	2.00	2.00
Source Not Indicated	3	3.33	0.00	0.00	0.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.30

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR PHYSICALLY HANDICAPPED

Number of Public Libraries That Use Outside Services For Physically Handicapped

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	1	4.00	3.00	3.00	3.00
Other Library	3	3.33	4.67	4.67	4.67
Other	0	-	-	-	-
Source Not Indicated	8	3.00	3.13	3.13	2.50

Number of School Libraries That Use Outside Services For Physically Handicapped

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	0	-	-	-	-
LOLR	0	-	-	-	-
MBLC	0	-	-	-	-
Other Library	1	0.00	5.00	5.00	5.00
Other	0	-	-	-	-
Source Not Indicated	1	5.00	0.00	0.00	0.00

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.31

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR WORKSHOPS

Number of Public Libraries That Use Outside Services For Workshops

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	44	4.0	3.93	3.98	3.82
Auto. Res.	5	4.40	4.00	3.80	3.80
LOLR	0	-	-	-	-
MBLC	7	3.14	4.57	4.43	4.57
Other Library	6	3.83	3.17	3.50	3.00
Other	15	3.80	3.47	3.47	3.40
Source Not Indicated	79	3.57	3.00	3.00	2.90

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.32

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR RECORD KEEPING

Number of Public Libraries That Use Outside Services For Record Keeping

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	0	-	-	-	-
Auto. Res.	7	3.57	3.71	3.71	3.71
LOLR	0	-	-	-	-
MBLC	4	4.25	3.00	3.00	3.00
Other Library	0	-	-	-	-
Other	1	3.00	4.00	4.00	4.00
Source Not Indicated	12	3.08	2.33	2.25	2.42

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.33

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR COMPUTERS

Number of Public Libraries That Use Outside Services For Computers

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	2	3.50	3.50	3.00	4.00
Auto. Res.	38	4.45	3.92	3.89	3.57
LOLR	2	5.00	5.00	5.00	5.00
MBLC	1	5.00	5.00	5.00	5.00
Other Library	0	-	-	-	-
Other	2	2.50	4.50	4.50	4.50
Source Not Indicated	14	3.21	2.36	2.36	2.29

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

Importance Ratings: 1 - not at all important to 5 - essential

TABLE 7.34

IMPORTANCE AND SATISFACTION WITH OUTSIDE SERVICES FOR PUBLIC RELATIONS

Number of Public Libraries That Use Outside Services For Public Relations

	Number of Libraries	Importance Rating	Satisfaction Rating		
			Overall Service	Quality	Timeliness
Regional	13	3.85	3.46	3.46	3.31
Auto. Res.	3	3.33	2.33	2.33	2.33
LOLR	0	-	-	-	-
MBLC	7	3.52	3.00	3.00	3.14
Other Library	1	4.00	4.00	4.00	4.00
Other	4	1.00	2.50	2.50	2.75
Source Not Indicated	21	2.71	2.38	2.43	2.43

SOURCE: King Research, Inc., Input and Output Survey of Massachusetts Libraries, 1990

Satisfaction Ratings: 1 - very dissatisfied; 2 - dissatisfied; 3 - neutral; 4 - satisfied; 5 - very satisfied

GLOSSARY OF TERMS

COOPERATIVE SERVICES is a generic term to indicate any formal library network or cooperative enterprise. Cooperative services would include the Massachusetts Board of Library Commissioners (to the extent to which they provide consultant and other services), Regional Library Systems, Automated Resource Sharing Networks, Boston Public Library as the Library of Last Recourse and any other formal library cooperative or network.

SHARED OR COOPERATIVE OPERATIONAL ACTIVITIES. These activities are those performed by cooperative services, member libraries, or other organizations for the benefit of cooperative service member libraries. The activities may be provided to member libraries because of special staff competencies or equipment, or because member libraries do not have sufficient volume to justify performing activities by themselves.

ACQUISITIONS OR ORDERING. Those activities related to systems used for obtaining library materials (books, periodicals, equipment and other materials), through purchase, exchange, or gifts. This includes preorder bibliographic searching, ordering and receiving materials, processing invoices, and the maintenance of the necessary records related to acquisitions.

CATALOG PRODUCTION. The process of producing catalog cards, tape, microfiche, microfilm, etc.

CATALOGING. Includes those activities performed by staff of cooperative services and/or library members, or other outside personnel, in preparation of bibliographic records for a catalog.

CIRCULATION CONTROL. The service/activity of lending, which includes those activities connected with charging or discharging items and maintaining records borrowed from the library or other collections. In a cooperative service environment, it includes the use of shared computer-based circulation systems, either shared by a cluster of libraries with cooperative service headquarters facilitation, or provided directly and entirely by headquarters to libraries.

COLLECTION DEVELOPMENT. This activity may be done by cooperative services for specific library members. It encompasses those activities which relate to or impact on the development of library collections of the library member, including determining selection policy, assessment of user needs, collection evaluation, selection of materials, etc. It includes providing pre-selected "buying lists".

CONSERVATION/PRESERVATION. The activities associated with maintaining library and archival materials for use, either in their original physical form, or in some other useable way. Includes the use of chemical and physical procedures for preservation, binding and rebinding procedures, preservation microfilming, etc.

CONSULTANT SERVICES. Indicates consultation performed by cooperative service or member library staff or external consultants to support member libraries.

COOPERATIVE COLLECTION DEVELOPMENT. Same as collection development except the activity is done for cooperative collections among member libraries. For example, certain libraries might emphasize collections in subject areas to be shared by all member libraries.

COOPERATIVE PURCHASING. This activity represents agreements used to purchase goods and maintenance services which are "mass" purchased, leased or rented through written agreements, usually at discounted rates, and shared by the library system and its members. This includes the purchase of books, periodicals, microforms, audiovisual materials which are utilized by cooperative services, members, or both. It also includes shared equipment such as projectors, fiche readers, and reproduction and computer equipment, in addition to administrative and library supplies.

DELIVERY SERVICES. Items delivered or sent would include letters, delivery envelopes, packages, packets of materials (e.g., printed book-marks), and so on. Includes: (a) all staff personnel based at libraries or cooperative services who deliver materials to headquarters and/or its members in support of cooperative service activities and administration on a regular basis; (b) all delivery services, such as professional courier companies and airline couriers that support library or cooperative services. Include delivery services which are cooperatively purchased between members or between members and headquarters of cooperative services.

INTERLIBRARY LOAN. A transaction in which a cooperative service, library or Library of Last Recourse lends an item or distributes a photocopy of an item to another cooperating member or library.

INTERLIBRARY LOAN REQUEST PROCESSING. Involves the process of requesting an interlibrary loan and receiving the request to determine its disposition. It may involve a form (e.g., ALA form) or the request could be transmitted by an electronic medium. Request processing would include the actual preparation of a request by a borrower (including input to electronic medium) and handling the request up to the point that its disposition is determined (e.g., to fulfill in library, refer to another source, or refer back to borrowing library). It does not include processing the material being loaned or the process of verifying or of locating the material for referral to that location. Activities might include acting as a clearinghouse for interlibrary loan requests, using computer information data bases to locate the information requested, referring interlibrary loan requests from one library to another.

INTERLIBRARY LOAN VERIFYING AND LOCATING NEEDED MATERIAL. This activity involves searching to verify and/or locate an item to be borrowed or loaned. The activity might be done by the borrowing library or referred to another source such as a cooperative service to be done on behalf of the borrowing library. External sources or systems might be employed, such as a cooperative service-wide union catalog, OCLC, BRODART, etc.

MANUAL SEARCHING. This would include manual searching through printed indexes or other reference materials.

MATERIALS EXAMINATION. This includes the examination of all new acquisitions of books, audiovisual materials (films, slides, sound tapes and records), microfiche, and other information/reference materials for possible inclusion in the cooperative service holdings or for sharing by member libraries.

ONLINE BIBLIOGRAPHIC SEARCHING. Includes access to online bibliographic databases (such as Medline, Compendex, LEXIS, CA, etc.), and access to online catalogs through an external system such as OCLC, a network-installed or network-developed system. Searching for the purpose of interlibrary loan (ILL) should be covered under Interlibrary Loan Verifying and Locating Needed Material (1.3) and related electronic databases (e.g., OCLC, BRODART).

ONLINE OTHER DATABASE SEARCHING. Includes access to numeric databases (such as ARBITRON, CENSUS, AIRES, BI/DATA, etc.) or other databases available externally through vendors, database producers, or by other means.

OUTREACH. Outreach services would include services that are specifically targeted to meet the needs of such groups as the illiterate, persons with impairments, the aging, etc.

PHYSICAL PROCESSING. The activities carried out by a library or cooperative services, processing center, or others, to prepare items for use. For example, physical processing of books includes jacketing, affixing labels and pockets, ownership marking, etc.

PUBLIC RELATIONS. Activities and materials used to promote cooperative services, member libraries, or libraries in general. Publicity might be achieved through posters or signs, newspaper articles, radio or television.

RECORDKEEPING FOR MEMBER LIBRARIES. Includes maintaining payroll, statistical and financial records necessary to support management functions and decision making of member libraries.

REFERENCE/INFORMATION AND REFERRAL SERVICE. Includes manual preparation or verification of bibliographic citations, or both, responding to information requests, accessing computer information databases for reference purposes, and allocating responsibility for reference services.

REFERRAL SEARCHING SERVICES. Includes manual or computer searching of lists, files, directories or special-purpose databases used for referral of patrons to resources, such as special collections, consultants, equipment, etc. Also includes development of files, directories, or databases used in referral.

RESEARCH ANALYSIS WITH WRITTEN REPORT. This includes search results or other research that requires interpretation or analysis of secondary information sources. Research analysis usually implies that results are reported in written form.

RETROSPECTIVE CONVERSION. Conversion of bibliographic information into machine-readable form so that automated systems can be used to perform library functions such as circulation, public access catalogs, etc.

UNION LIST/CATALOG PRODUCTION. The process of compiling and providing union catalogs and/or lists of library holdings; includes lists of monographs, non-print media (e.g., computer tapes, audio-visual materials, etc.), and serials (e.g., journals, newspapers, magazines, etc.).

APPENDIX A

Input Output Surveys 1 - 6
Cost Finding Survey
Patron Survey

MASSACHUSETTS LIBRARY SURVEY

PART 1

LIBRARY INPUT AND OUTPUT MEASURES

In this part we ask about the amount of operational transactions performed and services provided by your library. Include main library and branch libraries under the control of the main library. If data are available, please indicate the approximate cost of these functions and services.

1. Approximately how many registered patrons/users does your library serve? If your library does not register patrons, give the approximate number of "actual" patrons/users.

   ____________ registered patrons/users OR ____________ actual patrons/users

2. About what proportion or number of these are non-residents, (i.e., from another community) (Do not include interlibrary loan patrons from other libraries).

   ________________% OR ________________ persons

3. Approximately how many visits were made to your library in the last year?

   ________________________ visits or gate count (NA, if data not available).

4. Approximate the size of your library collection and the annual costs (if known) in the following areas:

   a. Number of books (volumes): Include number of books, bound periodicals, government documents, pamphlets, and microfilmed print materials.

   ________________ total volumes in collection

   ________________ volumes added in last year

   ________________ volumes deleted/withdrawn in last year

   $________________ cost of materials purchased in last year (NA, if data not available)

b. Number of current periodical titles:

________________ titles

$________________ cost of subscriptions in last year (NA, if data not available)

c. Number of audiovisual materials: include films, filmstrips, records, tapes, cassettes, videos, art prints, lists, maps, etc. [Only include those materials obtained for the permanent collection].

________________ total items in collection

________________ items added last year

________________ items deleted/withdrawn last year

$________________ cost of materials purchased (NA, if data not available)

d. What is your total annual materials expenditure?

$____________________

5. Approximately what is your library's most recent annual circulation?

____________________ total items circulated/year (residents)

____________________ total items circulated/year (non-resident)

6. There are several ways that your library might accomplish cataloging (e.g., in-house, outside service, purchase cards from a vendor, receive cards with book purchases, etc.). Please indicate how cataloging is accomplished by your library. CIRCLE ALL THAT APPLY.

In-house cataloging	1
Purchase/receive catalog cards from vendors (e.g., Brodart, etc.,)	2
Boston Public Library	3
Regional Library System	4
Sub-regional Library System	5
Automated Resource Sharing Network	6
Other (specify)____________________________	7

Question 6 continued on next page

a. If cataloging is done IN-HOUSE, approximately how many titles and items were cataloged last year? Include both new items and those cataloged for retrospective conversion.

Titles	Items	
________	________	Cataloged manually
________	________	Originally cataloged through an automated system Vendor (OCLC, etc.)? ______________
________	________	Copy cataloged through an automated system Vendor (OCLC, etc.)? ______________

b. If cataloging was done by (received from) an outside source, approximately how many titles and/or items were cataloged (received)?

________ titles ________ items

c. Approximately what was your cost of cataloging and/or purchasing catalog cards last year? (Do not include physical processing costs such as jackets, pockets, labels, etc.).

$________________ cost of labor (NA, if data not available)

$________________ charge from outside source (NA, if not available)

d. Approximately how many titles in your collection have been retrospectively converted for automation?

________________ titles in MARC OR ________________ titles in non-MARC

e. Approximately how many titles in your collection have not been retrospectively converted for automation?

______________________ titles

7. Approximately how many interlibrary loans were requested by your library on behalf of your patrons/users, how many were received and how much did ILL cost last year? DO NOT include loans from your branches. DO include "intra-network" loans.

	Requested by my library	Received at my library
Books	______	______
Periodicals or articles	______	______
Audiovisual materials	______	______
Other items	______	______
Total items, if breakdown not known	______	______

$__________ Total cost to your library including charges, labor, postage, telephone, etc. (NA, if data not available)

a. Was in-house automation used to:

	Circle One No	Circle One Yes	
Verify citation?	1	2	If yes, vendor ______________
Locate holding library?	1	2	If yes, vendor ______________
Send request?	1	2	If yes, vendor/software ______________

b. Was a microfiche union list used? No . . . 1 Yes . . . 2

8. Approximately how many interlibrary loan requests did your library receive from other libraries, how many did your library fill and how much did lending cost last year?

	Requests from other libraries	Filled by my library
Books	______	______
Periodicals or articles	______	______
Audiovisual materials	______	______
Other items	______	______
Total items, if breakdown not known	______	______

$__________ Total cost to your library including labor, postage, photocopying, etc. (NA, if data not available)

9. Please indicate (by circling the appropriate number) which library services your library normally provides to patrons/users. Approximate the number of service uses, transactions or units provided and the cost of these services last year.

a. Reference Service:

	Circle all that apply		
Directional reference (under 2 mins.)	1	______	references
Brief reference (2 to 10 mins.)	2	______	references
Manual searches (over 10 mins.)	3	______	searches
Online bibliographic database searches	4	______	searches
Online searches of other databases	5	______	searches
CD-ROM searches	6	______	searches
Research analysis w/report	7	______	analyses
Total searches, if breakdown not known		______	searches
Referral to companies, agencies, consultants, etc.	8	______	referrals
Terminals available to patrons:			
To search catalog (PAC)	9	______	terminals
To search external databases	10	______	terminals

$______________ Total cost of reference services including labor, vendor charges, etc. (NA, if data not available)

b. Special programs:

Children	1	______	presentations
Young adults	2	______	presentations
General interest	3	______	presentations
Other (please specify):			
______________________	4	______	presentations
______________________	5	______	presentations

$______________ Total cost of special programs including program fees, staff time, rental fees, etc. (NA, if data not available)

Question 9 continued on next page

c. Outreach programs:

Bookmobiles/Vans:

Underserved geographic areas	1	________ persons served
		________ circulation
Nursing homes	2	________ persons served
		________ circulation
Detention centers, jails etc.	3	________ persons served
		________ circulation
Other (please specify)	4	________ persons served
____________________		________ circulation

$____________________ Total cost of Bookmobiles/Vans (NA, if data not available)

Books-by-mail:

Underserved areas	5	________ persons served
		________ book distribution
Nursing homes	6	________ persons served
		________ book distribution
Detention centers, jails etc.	7	________ persons served
		________ book distribution
Other (please specify)	8	________ persons served
____________________		________ book distribution

$____________________ Total cost of Books-by-mail (NA, if data not available)

Other Outreach Programs (please specify):

________________________	9	________ persons served
		________ programs
________________________	10	________ persons served
		________ programs
________________________	11	________ persons served
		________ programs

$______________________ Total cost of other outreach programs (NA, if data not available

d. Special service to persons with impairments:

Deaf	1	________	items circulated
		________	persons specially served
Blind	2	________	items circulated
		________	persons specially served
Physically handicapped	3	________	items circulated
		________	persons specially served

List special equipment or facilities provided for impaired persons:

____

____

____

____

e. Patron/user access in the library:

Microcomputers/terminals	1	__________	micros/terminals
CD-ROM	2	__________	machines
Photocopiers	3	__________	copies made by/for patrons only
Microfilm reader/printers	4	__________	items
Audio equipment used in library	5	__________	workstations
		__________	items
Video equipment used in library	6	__________	workstations
		__________	items
Other (please specify)			
__________________________	7	__________	__________
__________________________	8	__________	__________

10. Other significant services (please specify):

		Units	$
______________________________	1	______	$__________
______________________________	2	______	$__________
______________________________	3	______	$__________
______________________________	4	______	$__________

11. Does your library charge patrons for any services? No. . . 1 Yes. . . 2

Circle all that apply

If yes, what services?	Resident	Non-Resident
Online searching	1	1
Photocopying (including pay machines)	2	2
Rental books and	3	3
Videotape	4	4
Meeting room use	5	5
Patron holds	6	6
Other (please specify)		
____ . . .	7	7
____ . . .	8	8

12. How many staff members does your library currently have? [Report Full-Time Equivalent –FTE]. See Additional Instructions for definitions.

	Librarians (MLS or Equivalent)	Other (Non-Library Technicians	Clerical/Other Support	Volunteer
Total	______ FTE	______ FTE	______ FTE	______ FTE
Technical processing/ operations	______ FTE	______ FTE	______ FTE	______ FTE
User services	______ FTE	______ FTE	______ FTE	______ FTE
Administration	______ FTE	______ FTE	______ FTE	______ FTE

PART 2

USE OF OUTSIDE SERVICES

This part of the questionnaire deals with the use of outside services such as Regional Library Systems, Automated Resource Sharing Networks, the Library of Last Recourse (Boston Public Library), other libraries, other organizations (e.g., individual consultants, Library of Congress, vendors, etc.), and so on. For a list of services, we ask you to indicate whether an outside organization is used by circling the appropriate number. If so, rate the importance of the service, indicate the proportion of your function or service provided by it (them), and rate the satisfaction with the MOST FREQUENTLY USED SERVICE. Importance of ratings are: 1 - not at all important to 5 - essential. Satisfaction ratings are: 1 - very dissatisfied to 5 - very satisfied. Rate importance and satisfaction only if you use a particular service.

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
OPERATIONAL FUNCTIONS											
Acquisitions/ordering	1	____	____%	____%	____%	____%	____%	____%	____	____	____
Cooperative purchasing	2	____	____%	____%	____%	____%	____%	____%	____	____	____
Preservation	3	____	____%	____%	____%	____%	____%	____%	____	____	____
Cataloging/cards:											
Catalog production (LC, Brodart, etc.)	4	____	____%	____%	____%	____%	____%	____%	____	____	____
Automated cataloging Current materials	5	____	____%	____%	____%	____%	____%	____%	____	____	____
Retrospective Conversion	6	____	____%	____%	____%	____%	____%	____%	____	____	____

Part 2 continued on next page

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
Physical processing	7	____	____%	____%	____%	____%	____%	____%	____	____	____
Materials examination	8	____	____%	____%	____%	____%	____%	____%	____	____	____
Delivery services:											
Vans	9	____	____%	____%	____%	____%	____%	____%	____	____	____
Courier (Fed. Ex. UPS, etc.)	10	____	____%	____%	____%	____%	____%	____%	____	____	____
Collection development											
(% of library budget)	11	____	____%	____%	____%	____%	____%	____%	____	____	____
Cooperative collection dev.											
(% of library budget)	12	____	____%	____%	____%	____%	____%	____%	____	____	____
Other (please specify)											
____________________	13										
____________________	14	____	____%	____%	____%	____%	____%	____%	____	____	____
USER SERVICES											
Circulation control	15	____	____%	____%	____%	____%	____%	____%	____	____	____
Reference, referral, research:											
Manual searches	16	____	____%	____%	____%	____%	____%	____%	____	____	____
Online bibliographic searches	17	____	____%	____%	____%	____%	____%	____%	____	____	____
Online searches of other databases	18	____	____%	____%	____%	____%	____%	____%	____	____	____
CD-ROM searches	19	____	____%	____%	____%	____%	____%	____%	____	____	____
Research anal. w/report	20	____	____%	____%	____%	____%	____%	____%	____	____	____
Referral to companies, etc.	21	____	____%	____%	____%	____%	____%	____%	____	____	____

Part 2 continued on next page

Function/Service Received	Use Service Circle only those used	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
ILL request processing	22	____	____%	____%	____%	____%	____%	____%	____	____	____
ILL verification/location	23	____	____%	____%	____%	____%	____%	____%	____	____	____
Special programs:											
Children	24	____	____%	____%	____%	____%	____%	____%	____	____	____
Young adult	25	____	____%	____%	____%	____%	____%	____%	____	____	____
General interest	26	____	____%	____%	____%	____%	____%	____%	____	____	____
Other	27	____	____%	____%	____%	____%	____%	____%	____	____	____
Outreach:											
Bookmobiles	28	____	____%	____%	____%	____%	____%	____%	____	____	____
Books-by-mail	29	____	____%	____%	____%	____%	____%	____%	____	____	____
Special service:											
Deaf	30	____	____%	____%	____%	____%	____%	____%	____	____	____
Blind	31	____	____%	____%	____%	____%	____%	____%	____	____	____
Physically handicapped	32	____	____%	____%	____%	____%	____%	____%	____	____	____
Other user services (please specify) ____________	33	____	____%	____%	____%	____%	____%	____%	____	____	____
________________	34	____	____%	____%	____%	____%	____%	____%	____	____	____
________________	35	____	____%	____%	____%	____%	____%	____%	____	____	____
CONTINUING EDUCATION											
Workshops (staff, boards,etc.)	36	____	____%	____%	____%	____%	____%	____%	____	____	____
Shared professional collections	37	____	____%	____%	____%	____%	____%	____%	____	____	____
Newsletters	38	____	____%	____%	____%	____%	____%	____%	____	____	____

Part 2 continued on next page

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
Job information	39	____	____%	____%	____%	____%	____%	____%	____	____	____
Other (please specify) ______	40	____	____%	____%	____%	____%	____%	____%	____	____	____
____________________	41	____	____%	____%	____%	____%	____%	____%	____	____	____
OTHER SERVICES											
Record keeping	42	____	____%	____%	____%	____%	____%	____%	____	____	____
Shared computer systems:											
Computers	43	____	____%	____%	____%	____%	____%	____%	____	____	____
Computer staff	44	____	____%	____%	____%	____%	____%	____%	____	____	____
Public relations	45	____	____%	____%	____%	____%	____%	____%	____	____	____
Special purpose equipment	46	____	____%	____%	____%	____%	____%	____%	____	____	____
Consultant services (amount of hours):		(NOTE: RECORD ANNUAL NO. OF HOURS OF CONSULTANT SERVICES BELOW)									
Adults	47	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Young adults	48	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Children	49	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Youth services	50	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Outreach	51	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Audiovisual	52	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Automation	53	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Grants preparation	54	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
General library administration management support	55	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Other (please specify)											
____________________	56	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
____________________	57	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____

SERVICES YOU WOULD LIKE TO RECEIVE THROUGH COOPERATIVE SERVICES

Considering the functions and services listed in the first section (Part 2), which ones would you consider to be desirable to receive, if it were possible to provide through cooperative services? Record the function/service and note the desirability of such a service to you. Ratings of desirability are: 1 - low desirability to 5 - very desirable. Assuming that the function/service can be provided less expensively than now being done by you, would you be willing to pay for the service at cost?

Function/Service	Rating of Desirability (1 - 5)	Would You Pay for the Service? Yes	No	Maybe
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3

SERVICES PROVIDED BY YOU TO OTHER LIBRARIES

Considering the functions and services listed in the first section (Part 2), please indicate any of these that YOUR LIBRARY PROVIDES to other libraries. In the order above write/type the name of the function/service, the approximate proportion of your total units/transactions that you provide to other libraries, whether you receive revenue to provide the service, and, if so, source(s) of revenue (CIRCLE APPROPRIATE NUMBER).

Function/Service	Proportion of Units/Transactions	Revenue Received		Revenue Received From:			
		No	Yes	Library	MBLC	Local Govt.	Other
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4
______	______%	1	2	1	2	3	4

PART 3
AUTOMATION

This part deals with general information concerning your library. For each function, please circle whether or not the function is automated (1) and if so the vendor, if automation of the function is being planned within two years (2) or is being considered within five years (3).

	Currently Automated (If so, Vendor Equipment Software)	Planned Automation within 2 Years	Considering Automation within 5 Years
Circulation	1 Vend. ______	2	3
Microcomputers for Patron use	1 Equip. ______	2	3
CD-ROM for staff use	1 Equip. ______	2	3
CD-ROM for patron use	1 Equip. ______	2	3
Acquisitions	1 Vend. ______	2	3
Cataloging	1 Vend. ______	2	3
Catalog Production/ Maintenance	1 Vend. ______	2	3
Public Access Catalog	1 Vend. ______	2	3
Serials Control	1 Vend. ______	2	3
Reference (e.g. access to online databases)	1 Vend. ______	2	3
Interlibrary loan	1 Vend. ______	2	3
Electronic Document Delivery/Fax	1 Vend. ______	2	3
Electronic Mail	1 Vend. ______	2	3
Electronic Bulletin Board	1 Vend. ______	2	3
Budgeting and Accounting	1 Soft. ______	2	3
Other* (please specify)			
______	1 ______	2	3
______	1 ______	2	3

*Please indicate any other functions that are or may be supported by automation.

PART 4
INTERLIBRARY LOAN (ILL)
AND
REFERENCE REFERRAL

In this section of the questionnaire we deal with interlibrary loan (ILL) and reference referral. In Part 1 we asked you to report the extent to which your library (and branch libraries) **BORROWS MATERIALS** from other libraries. The first 11 questions below deal with a specific incident of borrowing by your library. The remaining questions deal with a specific incident of reference referral.

Many libraries may receive a number of items borrowed through ILL in a day in the mail and through other means. If this is the case and you maintain an incoming log, choose the most recent entry on the log. If you do not have a log, choose one item randomly from either items awaiting processing or a single day's input including mail delivery, telefacsimile, courier, etc.

IT MAY BE BEST TO ASSIGN THESE QUESTIONS TO THE LIBRARY STAFF MEMBER RESPONSIBLE FOR THE ILL OR REFERENCE TRANSACTION.

INTERLIBRARY LOAN

If your library did not place any requests for interlibrary loan in the last year, record a check here _____ and skip to **Question 12 on page 20.**

Questions 1 through 11 below deal with the **MOST RECENTLY RECEIVED ITEM** that your library **REQUESTED ON ILL.**

1. What type of material was this MOST RECENTLY RECEIVED ITEM? (CIRCLE ONLY ONE)

Book	1
Article (photocopy)	2
Journal issue	3
Audio-visual material	4
Software	5
Other material (please specify)______________________ . . .	6

2. Did your library search to verify or locate the item? (CIRCLE ALL THAT APPLY)

Yes, a search was made to verify the item	1 (Go to Q. 3)
Yes, a search was made to locate the item	2 (Go to Q. 3)
No, did not need to verify or locate the item	3 (Go to Q. 3)
No, the request for the unverified item was referred elsewhere	4

2a. **If you referred the ILL request elsewhere to verify it or to locate the item, where did you refer it? (PLEASE CIRCLE ONLY ONE)**

Regional Library System	1
Sub-regional Library System	2
Library of Last Recourse	3
Automated Resource Sharing Network	4
Another library (specify type of library)____________________ . . . ____ . . .	5
Other (please specify)______________________________ . . .	6

3. **If you knew where the item was located or if you searched in your library to find out, then from where did you request the item and from where was it received? (CIRCLE ALL THAT APPLY)**

	Sent Request	Received Item
Don't know	1	1
Regional Library System	2	2
Sub-regional Library System	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)______________________________ . . .	10	10

4. **How many times did YOUR LIBRARY request the item from a library or other source before the request was filled or referred elsewhere to locate and obtain the item? (INDICATE "DK" FOR DON'T KNOW)**

______ times (DO NOT INCLUDE REFERRALS BY OTHER LIBRARIES)

5. How did your library send your REQUEST and how was the item RECEIVED? (CIRCLE ALL THAT APPLY)

	Request Sent	Item Received
Regular mail	1	1
Telephone	2	2
Delivery (van, truck, etc.)	3	3
ILL subsystem of OCLC	4	4
Telefacsimile	5	5
Electronic Bulletin Board (specify which one) ______________________________ . . .	6	6
Courier (e.g., UPS, Federal Express, taxi, etc.)	7	7
Other (please specify)________________________ . . .	8	8

6. How soon did your patron need to receive the item?

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

7. How much time elapsed between when your library made the request and the time it took t receive this RECENTLY RECEIVED ITEM?

Less than one day . . . . 1 or __________ days

8. How satisfied were you with the time it took to receive this RECENTLY REQUESTED item (PLEASE CIRCLE APPROPRIATE NUMBER).

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

9. Did your library pay for this RECENTLY RECEIVED item?

No. . . . . 1 Yes . . . . 2 If yes, how much did you pay? $__________

The next two questions below deal with a hypothetical situation in which no interlibrary borrowing is available. If this is the case, we would like to know how your library will satisfy the ILL request and how much that alternative might cost your library and your requesting patron. Please answer the questions to the best of your ability.

10. If no interlibrary loan system is available, what is the alternative you would choose for acquiring this item? (PLEASE CIRCLE ONLY ONE)

Would not pursue the request further	1 (Skip to Q. 12)
Purchase (subscribe to) the item	2 (Skip to Q. 11A)
Use document delivery service (e.g., UMI, local broker, etc.)	3 (Skip to Q. 11A)
Print article online	4 (Skip to Q. 11A)
Have patron personally visit the nearest library which is likely to own the item in order to obtain and/or use it there	5 (Skip to Q. 11B)
Other (please specify)____________________ . . .	6 (Skip to Q. 11C)

Please estimate approximately how much the alternative source given above would cost your library and patron and/or how much time would be required of your staff or the patron to use this alternative source?

11a. If you chose to purchase the item, use document delivery service, or print article online, please estimate the:

a. Price or cost of the item . . . . $________

b. Processing request for item (staff time) . . . . _____ minutes

c. Technical and physical processing of item (staff time) . . . . . _____ minutes

d. Other (please specify)____________________ . . . $________

Skip to Question 12

11b. If the patron visited another library, please estimate the:

e. Travel to other library (patron time) . . . . _____ minutes

f. Non-resident fee (user cost) . . . . $________

g. Other (e.g., transportation)____________________ . . . $________

Skip to Question 12

Question 11 continued on next page

11c. Other

h. Cost . . . . $__________

i. Staff time . . . . _____ minutes

j. Patron time . . . . _____ minutes

MOST RECENT REFERRED REFERENCE REQUEST

12. If your library did not refer any reference requests to other libraries or cooperative services in the last year record a check here _____ and skip to Part 5. Otherwise, please indicate your best characterization of the MOST RECENTLY FILLED REFERRED REFERENCE REQUEST? (PLEASE CIRCLE ONLY ONE).

Manual searches	1
Online bibliographic searches	2
Online searches of other databases	3
CD-ROM searches	4
Research analysis with written report	5
Referral to companies, consultants, etc.	6
Other (please specify)______________________________	7

13. To which source did you direct this MOST RECENTLY FULFILLED REFERENCE REQUEST and FROM WHERE DID YOU RECEIVE THE RESULTS?

	Request Sent	Results Received
Regional Library System	1	1
Sub-regional Library System	2	2
Automated Resource Sharing Network	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)______________________________	10	10

14. **To how many libraries or other organization did your library make the reference request before it was fulfilled? (INDICATE "DK" FOR DON'T KNOW).**

____________ times

15. **How did your library send your reference request and how was this response received? (CIRCLE ALL THAT APPLY).**

	Request Sent	Response Received
Regular mail	1	1
Telephone	2	2
System delivery (van, truck, etc.)	3	3
Telefacsimile	4	4
Electronic Bulletin Board (specify which one) ______________________________ . . .	5	5
Courier (e.g., UPS, Federal Express, taxi, etc.)	6	6
Other (please specify)________________________	7	7

16. **How soon did your patron need to receive the reference response?**

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

17. **How much time elapsed between the time your library made the reference request and the time the response was received?**

Less than one day . . . . 1 or ______ days

18. **How satisfied were you with the time it took to receive the response? (PLEASE CIRCLE APPROPRIATE NUMBER)**

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

19. **Were you satisfied with the quality/accuracy/relevance of the response? (PLEASE CIRCLE APPROPRIATE NUMBER)**

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

20. Did your library pay for this RECENT REFERENCE RESPONSE?

No . . . . 1 Yes 2

20a. **If yes, how much did your library pay? $**______________________

The two questions below deal with a hypothetical situation in which no cooperative reference system is available. If this is the case, we would like to know where or how your library would satisfy the reference request and how much that alternative would cost your library and your requesting patron. Please answer the questions to the best of your ability.

21. **If there was no access to a cooperative reference system available for this MOST RECENT REFERENCE REQUEST, what would be the alternative you would use for answering the reference request? (PLEASE CIRCLE ONLY ONE)**

Would not pursue the reference request further . . . . 1 (Go to Part 5)

Would use another reference source
(please specify)____________________________ . . . 2

Have patron obtain information from another library 3

Other (please specify)
____________________________________ . . . 4

22. **Please estimate approximately how much the alternative source given above would cost your library or how much time would be required of your staff or the patron to use this alternative.**

Activity	Cost/Time
a. Price or cost charged to your library	$____________
b. Fulfillment of reference request in library	_____ minutes
c. Travel to or call another library (patron time)	_____ minutes
d. Other (please specify)_________________________ . . .	$____________

PART 5
OTHER INFORMATION AND YOUR COMMENTS

23. Please indicate any cooperative services to which your library belongs or participates. (See definition of cooperative service on the attached Glossary of Terms).

CIRCLE ALL THAT APPLY

Regional Library System	1
Automated Resource Sharing Network(s)	
(Specify name)________________________ . . .	2
________________________ . . .	3
Other formal cooperative services:	
________________________ . . .	4
________________________ . . .	5
________________________ . . .	6

This part of the questionnaire addresses your library's needs and your experiences and concerns with cooperative systems.

24. What do you consider to be the most urgent needs of your library PATRONS that might be helped by a cooperative service? Please rank in decreasing order of importance, i.e., 1 = most important, etc.

____

____

____

____

____

____

____

____

25. What do you consider to be the most urgent needs of your LIBRARY that might be helped by a cooperative system? Please rank in decreasing order of importance i.e., 1 = most important, etc.

26. Do you have any suggestions for improving the governance structure of the cooperative services to which you belong?

27. Do you consider the current method of allocation of funds of state aid to libraries in Massachusetts to be equitable throughout the state?

Yes	1
No	2
Don't know	3

Elaborate or explain, if you wish.

28. Please record any other comments you would like to make concerning your cooperative services, MBLC or related issues.

FURTHER STUDY PARTICIPATION

Please note that King Research intends to spend some time with several libraries to perform a cost finding study and an in-house patron survey. Libraries will be randomly selected from those wishing to participate.

The purpose of this cost finding study is to examine library costs; particularly regarding economies of scale of various services. This will provide libraries of various size with evidence of the advantages of cooperative services. Libraries chosen for the cost finding study will be asked to participate in a one-half day cost finding workshop given in January in each of the three regions. We should spend about one day with the library director and, perhaps, supervisors for large libraries. The results will establish rough estimates of the total cost and cost per transaction of about 50 operational functions (e.g., acquisitions, cataloging, etc.) and services (e.g., circulation, reference, ILL, etc.). Analyzed results will be provided to each participating library.

The patron surveys will be used to establish general patron information which is projected to the entire State. Someone from King Research will spend one or two days in the participating libraries, handing out questionnaires. Results will be provided to participating libraries.

Under no circumstance will results be revealed for individual libraries. On the other hand, we will provide each participating library with norms to use as they see fit. Libraries we have worked with in the past have found such norms to be very useful in highlighting their strengths and weaknesses.

Please indicate your willingness to participate in the two special studies:

	CIRCLE ONLY ONE
Our library wishes to participate in:	
Cost finding study only . . .	1
In-house patron survey only	2
Both studies	3
Does not wish to participate	4

THANK YOU FOR YOUR COOPERATION

MASSACHUSETTS LIBRARY SURVEY

PART 1

LIBRARY INPUT AND OUTPUT MEASURES

In this part we ask about the amount of operational transactions performed and services provided by your library. Include main library and branch libraries under the control of the main library. If data are available, please indicate the approximate cost of these functions and services.

1. Approximately how many people are in the school served by your library?

_______________ students

_______________ faculty

_______________ other staff

_______________ off-campus users

2. Approximately how many registered patrons/users does your library serve? If your library does not register patrons, give the approximate number of "actual" patrons/users.

__________ registered patrons/users OR __________ actual patrons/users

3. Approximately how many visits were made to your library in the last year?

______________________ visits or gate count (NA, if data not available).

4. Approximate the size of your library collection and the annual costs (if known) in the following areas:

a. Number of books (volumes): Include number of books, bound periodicals, government documents, pamphlets, and microfilmed print materials.

________________ total volumes in collection

________________ volumes added in last year

________________ volumes deleted/withdrawn in last year

$________________ cost of materials purchased in last year (NA, if data not available)

b. Number of current periodical titles:

________________ titles

$________________ cost of subscriptions in last year (NA, if data not available)

c. Number of audiovisual materials: include films, filmstrips, records, tapes, cassettes, videos, art prints, lists, maps, etc. [Only include those materials obtained for the permanent collection].

________________ total items in collection

________________ items added last year

________________ items deleted/withdrawn last year

$________________ cost of materials purchased (NA, if data not available)

d. What is your total annual materials expenditure?

$____________________

5. Approximately what is your library's most recent annual circulation?

____________________ total items circulated/year (residents)

____________________ total items circulated/year (non-residents)

6. There are several ways that your library might accomplish cataloging (e.g., in-house, outside service, purchase cards from a vendor, receive cards with book purchases, etc.). Please indicate how cataloging is accomplished by your library. CIRCLE ALL THAT APPLY.

In-house cataloging	1
Purchase/receive catalog cards from vendors (e.g., Brodart, etc.,)	2
Boston Public Library	3
Regional Library System	4
Sub-regional Library System	5
Automated Resource Sharing Network	6
Other (specify)________________________________ . . .	7

a. If cataloging is done IN-HOUSE, approximately how many titles and items were cataloged last year? Include both new items and those cataloged for retrospective conversion.

Titles	Items	
________	________	Cataloged manually
________	________	Originally cataloged through an automated system Vendor (OCLC, etc.)? ______________
________	________	Copy cataloged through an automated system Vendor (OCLC, etc.)? ______________

b. If cataloging was done by (received from) an outside source, approximately how many titles and/or items were cataloged (received)?

________ titles ________ items

c. Approximately what was your cost of cataloging and/or purchasing catalog cards last year? (Do not include physical processing costs such as jackets, pockets, labels, etc.).

$________________ cost of labor (NA, if data not available)

$________________ charge from outside source (NA, if not available)

Question 6 continued on next page.

d. Approximately how many titles in your collection have been retrospectively converted automation?

__________ titles in MARC OR __________ titles in non-MA

e. Approximately how many titles in your collection have not been retrospectively convert for automation?

______________ titles

7. Approximately how many interlibrary loans were requested by your library on behalf of yo patrons/users, how many were received and approximately how much did ILL cost last ye

DO NOT include loans from your branches. DO include "intra-network" loans.

	Requested by my library	Received at my library
Books	________	________
Periodicals or articles	________	________
Audiovisual materials	________	________
Other items	________	________
Total items, if breakdown not known	________	________

$__________ Total cost to your library including charges, labor, postage, telephone, e (NA, if data not available)

a. Was in-house automation used to:

	Circle One No	 Yes	
Verify citation?	1	2	If yes, vendor ______________
Locate holding library?	1	2	If yes, vendor ______________
Send request?	1	2	If yes, vendor/software ______________

b. Was a microfiche union list used? No . . . 1 Yes . . . 2

8. Approximately how many interlibrary loan requests did your library receive from other libraries, how many did your library fill and how much did lending cost last year?

	Requests from other libraries	Filled by my library
Books	__________	__________
Periodicals or articles	__________	__________
Audiovisual materials	__________	__________
Other items	__________	__________
Total items, if breakdown not known	__________	__________

$__________ Total cost to your library including labor, postage, photocopying, etc. (NA, if data not available)

9. Please indicate by circling the appropriate number which library services your library normally provides to patrons/users. Approximate the number of service uses, transactions or units provided and the cost of these services last year.

a. Reference Service:

	Circle all that apply		
Directional reference (under 2 mins.)	1	__________	references
Brief reference (2 to 10 mins.)	2	__________	references
Manual searches (over 10 mins.)	3	__________	searches
Online bibliographic database searches	4	__________	searches
Online searches of other databases	5	__________	searches
CD-ROM searches	6	__________	searches
Research analysis w/report	7	__________	analyses
Total searches, if breakdown not known		__________	searches
Referral to companies, agencies, consultants, etc.	8	__________	referrals
Terminals available to patrons:			
To search catalog (PAC)	9	__________	terminals
To search external databases	10	__________	terminals

$__________ Total cost of reference services including labor, vendor charges, etc. (NA, if data not available)

Question 9 continued on next page

b. Special service to persons with impairments:

Deaf	1	________ items circulated
		________ persons specially served
Blind	2	________ items circulated
		________ persons specially served
Physically handicapped	3	________ items circulated
		________ persons specially served

List special equipment or facilities provided for impaired persons:

____

____

____

____

c. Patron/user access in the library:

Microcomputers/terminals	1	____________ micros/terminals
CD-ROM	2	____________ machines
Photocopiers	3	____________ copies made by/for patrons only
Microfilm reader/printers	4	____________ items
Audio equipment used in library	5	____________ workstations
		____________ items
Video equipment used in library	6	____________ workstations
		____________ items
Other (please specify)		
____________________________	7	____________ ____________
____________________________	8	____________ ____________

10. Other significant services (please specify):

		Units	$
____________	1	______	$________
____________	2	______	$________
____________	3	______	$________
____________	4	______	$________

11. Does your library charge patrons for any services? No. . . 1 Yes. . . 2

	Circle all that apply	
If yes, what services?	Resident	Non-Resident
Online searching	1	1
Photocopying (including pay machines)	2	2
Rental books	3	3
Videotape	4	4
Meeting room use	5	5
Patron holds	6	6
Other (please specify)		
______________________________ . . .	7	7
______________________________ . . .	8	8

12. How many staff members does your library currently have? [Report Full-Time Equivalent –FTE]. See additional instructions for definitions.

	Librarians MLS or Equivalent	Other (Non-MLS) Library Technicians	Clerical/Other Support	Volunteer
TOTAL	______ FTE	______ FTE	______ FTE	______ FTE
Technical processing/ operations	______ FTE	______ FTE	______ FTE	______ FTE
User services	______ FTE	______ FTE	______ FTE	______ FTE
Administration	______ FTE	______ FTE	______ FTE	______ FTE

PART 2

2

USE OF OUTSIDE SERVICES

This part of the questionnaire deals with the use of outside services such as Regional Library Systems, Automated Resource Sharing Networks, the Library of Last Recourse (Boston Public Library), other libraries, other organizations (e.g., individual consultants, Library of Congress, vendors, etc.), and so on. For a list of services, we ask you to indicate whether an outside organization is used by circling the appropriate number. If so, rate the importance of the service, indicate the proportion of your function or service provided by it (them), and rate the satisfaction with the MOST FREQUENTLY USED SERVICE. Importance ratings are: 1 - not at all important to 5 - essential. Satisfaction ratings are: 1 - very dissatisfied to 5 - very satisfied. Rate importance and satisfaction only if you use a particular service.

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
OPERATIONAL FUNCTIONS											
Acquisitions/ordering	1	____	____%	____%	____%	____%	____%	____%	____	____	____
Preservation	2	____	____%	____%	____%	____%	____%	____%	____	____	____
Cataloging/cards:											
Catalog production (LC, Brodart, etc.)	3	____	____%	____%	____%	____%	____%	____%	____	____	____
Automated cataloging Current materials	4	____	____%	____%	____%	____%	____%	____%	____	____	____
Retrospective Conversion	5	____	____%	____%	____%	____%	____%	____%	____	____	____

Part 2 continued on next page

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
Physical processing	6	____	____%	____%	____%	____%	____%	____%	____	____	____
Delivery services:											
Vans	7	____	____%	____%	____%	____%	____%	____%	____	____	____
Courier (Fed. Ex. UPS, etc.)	8	____	____%	____%	____%	____%	____%	____%	____	____	____
Cooperative collection dev. (% of library budget)	9	____	____%	____%	____%	____%	____%	____%	____	____	____
Other (please specify) ________________	10	____	____%	____%	____%	____%	____%	____%	____	____	____
USER SERVICES											
Reference, referral, research:											
Manual searches	11	____	____%	____%	____%	____%	____%	____%	____	____	____
Online bibliographic searches	12	____	____%	____%	____%	____%	____%	____%	____	____	____
Online searches of other databases	13	____	____%	____%	____%	____%	____%	____%	____	____	____
CD-ROM searches	14	____	____%	____%	____%	____%	____%	____%	____	____	____
Research anal. w/report	15	____	____%	____%	____%	____%	____%	____%	____	____	____
Referral to companies, etc.	16	____	____%	____%	____%	____%	____%	____%	____	____	____
ILL request processing	17	____	____%	____%	____%	____%	____%	____%	____	____	____
ILL verification/location	18	____	____%	____%	____%	____%	____%	____%	____	____	____

Part 2 continued on next page

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
CONTINUING EDUCATION											
Workshops (staff, boards,etc.)	19	____	____%	____%	____%	____%	____%	____%	____	____	____
Shared professional collections	20	____	____%	____%	____%	____%	____%	____%	____	____	____
Other (please specify)											
____________________	21	____	____%	____%	____%	____%	____%	____%	____	____	____
OTHER SERVICES											
Automation	22	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Grants preparation	23	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
General library administration management support	24	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Other (please specify)											
____________________	25	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
____________________	26	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____

SERVICES YOU WOULD LIKE TO RECEIVE THROUGH COOPERATIVE SERVICES

Considering the functions and services listed in the first section (Part 2), which ones would you consider to be desirable to receive, if it were possible to provide through cooperative services? Record the function/service and note the desirability of such a service to you. Ratings of desirability are: 1 - low desirability to 5 - very desirable. Assuming that the function/service can be provided less expensively than now being done by you, would you be willing to pay for the service at cost?

Function/Service	Rating of Desirability (1 - 5)	Would You Pay for the Service?		
		Yes	No	Maybe
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3

SERVICES PROVIDED BY YOU TO OTHER LIBRARIES

Considering the functions and services listed in the first section (Part 2), please indicate any of these that YOUR LIBRARY PROVIDES to other libraries. In the order above write/type the name of the function/service, the approximate proportion of your total units/transactions that you provide to other libraries, whether you receive revenue to provide the service, and, if so, source(s) of revenue (CIRCLE APPROPRIATE NUMBER).

Function/Service	Proportion of Units/Transactions	Revenue Received		Revenue Received From:			
		No	Yes	Library	MBLC	Local Govt.	Other
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4
	%	1	2	1	2	3	4

PART 3
AUTOMATION

This part deals with general information concerning your library. For each function, please circle whether or not the function is automated (1) and if so the vendor, if automation of the function is being planned within two years (2) or is being considered within five years (3).

	Currently Automated (If so, Vendor Equipment Software)	Planned Automation within 2 Years	Considering Automation within 5 Years
Circulation	1 Vend. ______________	2	3
Microcomputers for Patron use	1 Equip. ______________	2	3
CD-ROM for staff use	1 Equip. ______________	2	3
CD-ROM for patron use	1 Equip. ______________	2	3
Acquisitions	1 Vend. ______________	2	3
Cataloging	1 Vend. ______________	2	3
Catalog Production/ Maintenance	1 Vend. ______________	2	3
Public Access Catalog	1 Vend. ______________	2	3
Serials Control	1 Vend. ______________	2	3
Reference (e.g. access to online databases)	1 Vend. ______________	2	3
Interlibrary loan	1 Vend. ______________	2	3
Electronic Document Delivery/Fax	1 Vend. ______________	2	3
Electronic Mail	1 Vend. ______________	2	3
Electronic Bulletin Board	1 Vend. ______________	2	3
Budgeting and Accounting	1 Soft. ______________	2	3
Other* (please specify)			
______________	1 ______________	2	3
______________	1 ______________	2	3

*Please indicate any other functions that are or may be supported by automation.

PART 4
INTERLIBRARY LOAN (ILL)
AND
REFERENCE REFERRAL

In this section of the questionnaire we deal with interlibrary loan (ILL) and reference referral. In Part 1 we asked you to report the extent to which your library (and branch libraries) BORROWS MATERIALS from other libraries. The first 11 questions below deal with a specific incident of borrowing by your library. The remaining questions deal with a specific incident of reference referral.

Many libraries may receive a number of items borrowed through ILL in a day in the mail and through other means. If this is the case and you maintain an incoming log, choose the most recent entry on the log. If you do not have a log, choose one item randomly from either items awaiting processing or a single day's input including mail delivery, telefacsimile, courier, etc.

IT MAY BE BEST TO ASSIGN THESE QUESTIONS TO THE LIBRARY STAFF MEMBER RESPONSIBLE FOR THE ILL OR REFERENCE TRANSACTION.

INTERLIBRARY LOAN

If your library did not place any requests for interlibrary loan in the last year, record a check here ____ and skip to Question 12 on page 18.

Questions 1 through 11 below deal with the MOST RECENTLY RECEIVED ITEM that your library REQUESTED ON ILL.

1. What type of material was this MOST RECENTLY RECEIVED ITEM? (CIRCLE ONLY ONE)

Book	1
Article (photocopy)	2
Journal issue	3
Audio-visual material	4
Software	5
Other material (please specify)______________________ . . .	6

2. Did your library search to verify or locate the item? (CIRCLE ALL THAT APPLY)

Yes, a search was made to verify the item	1 (Go to Q. 3)
Yes, a search was made to locate the item	2 (Go to Q. 3)
No, did not need to verify or locate the item	3 (Go to Q. 3)
No, the request for the unverified item was referred elsewhere	4

2a. If you referred the ILL request elsewhere to verify it or to locate the item, where did you refer it? (PLEASE CIRCLE ONLY ONE)

Regional Library System	1
Library of Last Recourse	2
Automated Resource Sharing Network	3
Another library (specify type of library)______________________	4
____	5
Other (please specify)______________________________	6

3. If you knew where the item was located or if you searched in your library to find out, then from where did you request the item and from where was it received? (CIRCLE ALL THAT APPLY)

	Sent Request	Received Item
Don't know	1	1
Regional Library System	2	2
Sub-regional Library System	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)______________________________	10	10

4. How many times did YOUR LIBRARY request the item from a library or other source before the request was filled or referred elsewhere to locate and obtain the item? (INDICATE "DK" FOR DON'T KNOW)

______ times (DO NOT INCLUDE REFERRALS BY OTHER LIBRARIES)

5. How did your library send your REQUEST and how was the item RECEIVED? (CIRCLE ALL THAT APPLY)

	Request Sent	Item Received
Regular mail	1	1
Telephone	2	2
Delivery (van, truck, etc.)	3	3
ILL subsystem of OCLC	4	4
Telefacsimile	5	5
Electronic Bulletin Board (specify which one) ____________________	6	6
Courier (e.g., UPS, Federal Express, taxi, etc.)	7	7
Other (please specify)____________________	8	8

6. How soon did your patron need to receive the item?

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

7. How much time elapsed between when your library made the request and the time it took t receive this RECENTLY RECEIVED ITEM?

Less than one day . . . . 1 or ____________ days

8. How satisfied were you with the time it took to receive this RECENTLY REQUESTED item (PLEASE CIRCLE APPROPRIATE NUMBER).

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

9. Did your library pay for this RECENTLY RECEIVED item?

No. . . . . 1 Yes . . . . 2 If yes, how much did you pay? $______________

The next two questions below deal with a hypothetical situation in which no interlibrary borrowing is available. If this is the case, we would like to know where or how your library will satisfy the ILL request and how much that alternative might cost your library and your requesting patron. Please answer the questions to the best of your ability.

10. **If no interlibrary loan system is available, what is the alternative you would choose for acquiring this item? (PLEASE CIRCLE ONLY ONE)**

Would not pursue the request further . . . . 1 (Skip to Q. 12)

Purchase (subscribe to) the item . . . . 2 (Skip to Q. 11A)

Use document delivery service (e.g., UMI, local broker, etc.) . . . . . 3 (Skip to Q. 11A)

Print article online . . . . 4 (Skip to Q. 11A)

Have patron personally visit the nearest library which is likely to own the item in order to obtain and/or use it there . . . . 5 (Skip to Q. 11B)

Other (please specify)____________________________ . . . 6 (Skip to Q. 11C)

Please estimate approximately how much the alternative source given above would cost your library and patron and/or how much time would be required of your staff or the patron to use this alternative source?

11a. **If you chose to purchase the item, use document delivery service, or print article online, please estimate the:**

a. Price or cost of the item . . . . $__________

b. Processing request for item (staff time) . . . . _____ minutes

c. Technical and physical processing of item (staff time) . . . . . _____ minutes

d. Other (please specify)________________________ . . . $__________

Skip to Question 12

11b. **If the patron visited another library, please estimate the:**

e. Travel to other library (patron time) . . . . _____ minutes

f. Non-resident fee (user cost) . . . . $__________

g. Other (e.g., transportation)________________________ $__________

Skip to Question 12

Question 11 continued on next page

11c. Other

h. Cost . . . . $__________

i. Staff time . . . . _____ minutes

j. Patron time . . . . _____ minutes

MOST RECENT REFERRED REFERENCE REQUEST

12. If your library did not refer any reference requests to other libraries or cooperative services in the last year record a check here _____ and skip to Part 5. Otherwise, please indicate your best characterization of the MOST RECENTLY FILLED REFERRED REFERENCE REQUEST? (PLEASE CIRCLE ONLY ONE).

Manual searches	1
Online bibliographic searches	2
Online searches of other databases	3
CD-ROM searches	4
Research analysis with written report	5
Referral to companies, consultants, etc.	6
Other (please specify)______________________________	7

13. To which source did you direct this MOST RECENTLY FULFILLED REFERENCE REQUEST and FROM WHERE DID YOU RECEIVE THE RESULTS?

	Request Sent	Results Received
Regional Library System	1	1
Sub-regional Library System	2	2
Automated Resource Sharing Network	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)______________________________	10	10

14. **To how many libraries or other organizations did your library make the reference request before it was fulfilled? (INDICATE "DK" FOR DON'T KNOW).**

_____________ times

15. **How did your library send your reference request and how was this response received?**

CIRCLE ALL THAT APPLY

	Request Sent	**Response Received**
Regular mail	1	1
Telephone	2	2
System delivery (van, truck, etc.)	3	3
Telefacsimile	4	4
Electronic Bulletin Board (specify which one) ____ . . .	5	5
Courier (e.g., UPS, Federal Express, taxi, etc.)	6	6
Other (please specify)_____________________________ . . .	7	7

16. **How soon did your patron need to receive the reference response?**

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

17. **How much time elapsed between the time your library made the reference request and the time the response was received?**

Less than one day . . . . 1 or _______ days

22. Please estimate approximately how much the alternative source given above would cost your l
or how much time would be required of your staff or the patron to use this alternative.

Activity	Cost/Time
a. Price or cost charged to your library	$__________
b. Fulfillment of reference request in library	____ minutes
c. Travel to or call another library (patron time)	____ minutes
d. Other (please specify)____________________ . . .	$__________

25. What do you consider to be the most urgent needs of your LIBRARY that might be helped by a cooperative system? Please rank in decreasing order of importance i.e., 1 = most important, etc.

26. Do you have any suggestions for improving the governance structure of the cooperative services to which you belong?

27. Do you consider the current method of allocation of funds of state aid to libraries in Massachusetts to be equitable throughout the state?

Yes	1
No	2
Don't know	3

Elaborate or explain, if you wish.

28. **Please record any other comments you would like to make concerning your cooperative services, MBLC or related issues.**

____

____

____

____

____

____

FURTHER STUDY PARTICIPATION

Please note that King Research intends to spend some time with several libraries to perform an in-house patron survey. Libraries will be randomly selected from those wishing to participate. The patron surveys will be used to establish general patron information which is projected to the entire State. Someone from King Research will spend one or two days in the participating libraries, handing out questionnaires. Results will be provided to participating libraries.

Under no circumstance will results be revealed for individual libraries. On the other hand, we will provide each participating library with norms for them to use as they see fit. Libraries with whom we have worked in the past have found such norms to be very useful in highlighting their strengths and weaknesses.

Please indicate your willingness to participate in the special study:

Our library wishes to participate in the patron survey No . . . 1 Yes . . . 2

THANK YOU FOR YOUR COOPERATION

MASSACHUSETTS LIBRARY SURVEY

PART 1

LIBRARY INPUT AND OUTPUT MEASURES

In this part we ask about amount of operational transactions performed and services provided by your library. Include main library and branch libraries under control of main library. If data are available, please indicate the approximate cost of these functions and services.

1. Approximately how many people are in the school served by your library?

__________________ students

__________________ teachers

__________________ other staff

__________________ other persons

2. Approximately how many registered patrons/users does your library serve? If your library does not register patrons, give the approximate number of "actual" patrons/users.

_______________ registered patrons/users **OR** _______________ actual patrons/users

3. Approximately how many visits were made to your library in the last year?

____________________________ visits or gate count (NA, if data not available).

4. Approximate the size of your library collection and the annual costs (if known) in the following areas:

a. Number of books (volumes): Include number of books, bound periodicals, government documents, pamphlets, and microfilmed print materials.

________________ total volumes in collection

________________ volumes added last year

$________________ cost of materials purchased in the last year (NA, if data not available)

b. Number of current periodical titles:

________________ titles

$________________ cost of subscriptions (NA, if data not available)

c. Number of audiovisual materials: include films, filmstrips, records, tapes, cassettes, videos, art prints, lists, maps, etc. [Only include those materials obtained for the permanent collection].

________________ total items in collection

________________ items added last year

$________________ cost of materials purchased (NA, if data not available)

5. Approximately what is your library's most recent annual circulation?

____________________ total items circulated/year (residents)

____________________ total items circulated/year (non-residents)

6. There are several ways that your library might accomplish cataloging (e.g., in-house, outside service, purchase cards from a vendor, receive cards with book purchases, etc.). Please indicate how cataloging is accomplished by your library. CIRCLE ALL THAT APPLY.

In-house cataloging	1
Purchase/receive catalog cards from vendors (e.g., Brodart, etc.,)	2
Boston Public Library	3
Regional Library System	4
Sub-regional Library System	5
Automated Resource Sharing Network	6
Other (specify)______________________________	7

Question 6 continued on next page

a. If cataloging is done IN-HOUSE, approximately how many titles and items were cataloged

last year? Include both new items and those cataloged for retrospective conversion.

Titles	Items	
________	________	Cataloged manually
________	________	Originally cataloged through an automated system Vendor (OCLC, etc.)? ______________
________	________	Copy cataloged through an automated system Vendor (OCLC, etc.)? ______________

b. If cataloging was done by (received from) an outside source, approximately how many titles and/or items were cataloged (received)?

_________ titles _________ items

c. Approximately what was your cost of cataloging and/or purchasing catalog cards last year? (Do not include physical processing costs such as jackets, pockets, labels, etc.).

$__________________ cost of labor (NA, if data not available)

$__________________ charge from outside source (NA, if not available)

d. Approximately how many titles in your collection have been retrospectively converted for automation?

__________________ titles in MARC OR __________________ titles in non-MARC

e. Approximately how many titles in your collection have not been retrospectively converted d automation?

________________________ titles

7. **Approximately how many interlibrary loans were requested by your library on behalf of your patrons/users, how many were received and how much did ILL cost last year?**

DO NOT include loans from your branches. DO include "intra-network" loans.

	Requested by my library	**Received at my library**
Books	____________	____________
Periodicals or articles	____________	____________
Audiovisual materials	____________	____________
Other items	____________	____________
Total items, if breakdown not known	____________	____________

$____________ Total cost to your library including charges, labor, postage, telephone, etc. (NA, if data not available)

a. Was in-house automation used to:

	Circle One		
	No	Yes	
Verify citation?	1	2	If yes, vendor ______________________
Locate holding library?	1	2	If yes, vendor ______________________
Send request?	1	2	If yes, vendor/software ________________

b. Was a microfiche union list used? No . . . 1 Yes . . . 2

8. **Approximately how many interlibrary loan requests did your library receive from other libraries, how many did your library fill and how much did lending cost last year?**

	Requests from other libraries	**Filled by my library**
Books	____________	____________
Periodicals or articles	____________	____________
Audiovisual materials	____________	____________
Other items	____________	____________
Total items, if breakdown not known	____________	____________

$____________ Total cost to your library including labor, postage, photocopying, etc.

(NA, if data not available)

9. **Please indicate by circling the appropriate number which library services your library normally provides to patrons/users. Approximate the number of service uses, transactions or units provided and the cost of these services last year.**

a. Reference Service:

Circle all that apply

Directional reference (under 2 mins.)	1	__________	references
Brief reference (2 to 10 mins.)	2	__________	references
Manual searches (over 10 mins.)	3	__________	searches
Online bibliographic database searches	4	__________	searches
Online searches of other databases	5	__________	searches
CD-ROM searches	6	__________	searches
Research analysis w/report	7	__________	analyses
Total searches, if breakdown not known		__________	searches
Referral to companies, agencies, consultants, etc.	8	__________	referrals
Terminals available to patrons:			
To search catalog (PAC)	9	__________	terminals
To search external databases	10	__________	terminals

$__________________ Total cost of reference services including labor, vendor charges, etc. (NA, if data not available)

b. Special service to persons with impairments:

Deaf	1	________	items circulated
		________	persons specially served
Blind	2	________	items circulated
		________	persons specially served
Physically handicapped	3	________	items circulated
		________	persons specially served

List special equipment or facilities provided for impaired persons:

____

____

____

____

Question 9 continued on next page

c. Patron/user access in the library:

Microcomputers/terminals	1	___________ micros/terminals
CD-ROM	2	___________ machines
Photocopiers	3	___________ copies made by/for patrons only
Microfilm reader/printers	4	___________ items
Audio equipment used in library	5	___________ workstations ___________ items
Video equipment used in library	6	___________ workstations ___________ items
Other (please specify)		
___________________________	7	___________ ___________
___________________________	8	___________ ___________

10. How many staff members does your library currently have? [Report Full-Time Equivalent --FTE]

	Librarians MLS or Equivalent	Other (Non-MLS) Library Technicians	Clerical/Other Support	Volunteer
Total	_______ FTE	_______ FTE	_______ FTE	_______ FTE
Technical processing/ operations	_______ FTE	_______ FTE	_______ FTE	_______ FTE
User services	_______ FTE	_______ FTE	_______ FTE	_______ FTE
Administration	_______ FTE	_______ FTE	_______ FTE	_______ FTE

11. What is your total annual library budget?

$___________________________

PART 2

USE OF OUTSIDE SERVICES

This part of the questionnaire deals with the use of outside services such as Regional Library Systems, Automated Resource Sharing Networks, the Library of Last Recourse (Boston Public Library), other libraries, other organizations (e.g., individual consultants, Library of Congress, vendors, etc.), and so on. For a list of services, we ask you to indicate whether an outside organization is used by circling the appropriate number. If so, rate the importance of the service, the proportion of your function or service provided by it (them), and rate the level of satisfaction with the MOST FREQUENTLY USED SERVICE. Importance ratings are: 1 - not at all important to 5 - essential. Satisfaction ratings are: 1 - very dissatisfied to 5 - very satisfied. Rate importance and satisfaction only if you use a particular service.

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
OPERATIONAL FUNCTIONS											
Acquisitions/ordering	1	____	____%	____%	____%	____%	____%	____%	____	____	____
Cooperative purchasing	2	____	____%	____%	____%	____%	____%	____%	____	____	____
Preservation	3	____	____%	____%	____%	____%	____%	____%	____	____	____
Cataloging/cards:											
Catalog production (LC, Brodart, etc.)	4	____	____%	____%	____%	____%	____%	____%	____	____	____
Automated cataloging:											
Current materials	5	____	____%	____%	____%	____%	____%	____%	____	____	____
Retrospective Conversion	6	____	____%	____%	____%	____%	____%	____%	____	____	____

Part 2 continued on next page

Part 2 continued on next page

Function/Service Received	Use Service Rating (Circle only those used)	Importance Sub.-Reg. (1 - 5)	Proportion of Total Units/Transactions by Source Regional Sharing Library System	Auto. Res. Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Satisfaction Rating of Most Frequently Used Source Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
____ Physical processing	7	____	____%	____%	____%	____%	____%	____%	____	____	
____ Materials examination	8	____	____%	____%	____%	____%	____%	____%	____	____	
____ Delivery services:											
Vans	9	____	____%	____%	____%	____%	____%	____%	____	____	
____ Courier (Fed. Ex. UPS, etc.)	10	____	____%	____%	____%	____%	____%	____%	____	____	____
Collection development (% of library budget)	11	____	____%	____%	____%	____%	____%	____%	____	____	____
Cooperative collection dev. (% of library budget)	12	____	____%	____%	____%	____%	____%	____%	____	____	____
Other (please specify) ________________	13	____	____%	____%	____%	____%	____%	____%	____	____	
____ USER SERVICES											
Circulation control	14	____	____%	____%	____%	____%	____%	____%	____	____	____
Reference, referral, research:											
Manual searches	15	____	____%	____%	____%	____%	____%	____%	____	____	____

Online bibliographic searches 16 ____ ____% ____% ____% ____% ____% ____% ____ ____
____

Online searches of
other databases 17 ____ ____% ____% ____% ____% ____% ____% ____ ____ ____

CD-ROM searches 18 ____ ____% ____% ____% ____% ____% ____% ____ ____
____

Research anal. w/report 19 ____ ____% ____% ____% ____% ____% ____% ____ ____
____

Referral to companies, etc. 20 ____ ____% ____% ____% ____% ____% ____% ____ ____
____

Part 2 continued on next page

Function/Service Proportion of Total Units/Transactions by Source Satisfaction Rating of Most Frequently Used Source

Received Use Service Importance Regional Auto. Res. Lib. of Mass. Bd. Other Other Overall Quality
Timeliness Rating Sub.-Reg. Sharing Last of Library Mass. (e.g.
Service
(Circle only (1 - 5) Library Network Recourse Comm. Library Vendor) (1 - 5) (1 - 5) (1 - 5)
those used) System (BPL)

ILL request processing 21 ____ ____% ____% ____% ____% ____% ____% ____ ____ ____

ILL verification/location 22 ____ ____% ____% ____% ____% ____% ____% ____ ____ ____

CONTINUING EDUCATION

Workshops (staff, boards,etc.) 23 ____ ____% ____% ____% ____% ____% ____% ____ ____
____

Shared professional collections 24 ____ ____% ____% ____% ____% ____% ____% ____ ____
____

Newsletters	25	____	____%	____%	____%	____%	____%	____%	____	____	____
OTHER SERVICES											
Record keeping	26	____	____%	____%	____%	____%	____%	____%	____	____	____
Shared computer systems:											
Computers	27	____	____%	____%	____%	____%	____%	____%	____	____	____
Computer staff	28	____	____%	____%	____%	____%	____%	____%	____	____	____
Special purpose equipment	29	____	____%	____%	____%	____%	____%	____%	____	____	____
Consultant services (amount of hours):		(NOTE: RECORD ANNUAL NO. OF HOURS OF CONSULTANT SERVICES BELOW)									
Automation	30	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Grants preparation	31	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
General library administration management support	32	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
Other (please specify)											
________________________	33	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____
________________________	34	____	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____hrs.	____	____	____

SERVICES YOU WOULD LIKE TO RECEIVE THROUGH COOPERATIVE SERVICES

Considering the functions and services listed in the first section (Part 2), which ones would you consider to be desirable to receive, if it

were possible to provide through cooperative services? Record the function/service and note the desirability of such a service to you. Ratings of desirability are: 1 - low desirability to 5 - very desirable. Assuming that the function/service can be provided less expensively than now being done by you, would you be willing to pay for the service at cost?

Function/Service	Rating of Desirability (1 - 5)	Would You Pay for the Service? Yes	No	Maybe
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3

SERVICES PROVIDED BY YOU TO OTHER LIBRARIES

Considering the functions and services listed in the first section (Part 2), please indicate any of these that YOUR LIBRARY PROVIDES to other libraries. In the order above write/type the name of the function/service, the approximate proportion of your total units/transactions that you provide to other libraries, whether you receive revenue to provide the service, and, if so, source(s) of revenue (CIRCLE APPROPRIATE

NUMBER).

Function/Service	Proportion of Units/Transactions	Revenue Received		Revenue Received From:			
		No	Yes	Library	MBLC	Local Govt.	Other
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4
____________	______%	1	2	1	2	3	4

PART 3
AUTOMATION

This part deals with general information concerning your library. For each function, please circle whether or not the function is automated (1) and if so the vendor, if automation of the function is being planned within two years (2) or is being considered within five years (3).

Considering Automation within 5 Years	**Currently Automated**	**(If so, Vendor Equipment Software) Planned Auto-**	**mation within 2 Years**
_____Circulation	1 Vend. ____________________	2	3
Microcomputers for Patron use	1 Equip. ____________________	2	3
CD-ROM for staff use	1 Equip. ____________________	2	3
CD-ROM for patron use	1 Equip. ____________________	2	3
Acquisitions	1 Vend. ____________________	2	3
Cataloging	1 Vend. ____________________	2	3
Catalog Production/ Maintenance	1 Vend. ____________________	2	3
Public Access Catalog	1 Vend. ____________________	2	3
Serials Control	1 Vend. ____________________	2	3
Reference (e.g. access to online databases)	1 Vend. ____________________	2	3
Interlibrary loan	1 Vend. ____________________	2	3
Electronic Document Delivery/Fax	1 Vend. ____________________	2	
Electronic Mail	1 Vend. ____________________	2	3
Electronic Bulletin Board	1 Vend. ____________________	2	3
Budgeting and Accounting	1 Soft. ____________________	2	3
Other* (please specify)			
____________	1 ____________________	2	
____________	1 ____________________	2	

*Please indicate any other functions that are or may be supported by automation.

PART 4
INTERLIBRARY LOAN (ILL)
AND
REFERENCE REFERRAL

In this section of the questionnaire we deal with interlibrary loan (ILL) and reference referral. In Part 1 we asked you to report the extent to which your library (and branch libraries) **BORROW MATERIALS** from other libraries. The first 11 questions below deal with a specific incident of borrow by your library. The remaining questions deal with a specific incident of reference referral.

Many libraries may receive a number of items borrowed through ILL in a day in the mail a through other means. If this is the case and you maintain an incoming log, choose the most recent en on the log. If you do not have a log, choose one item randomly from either items awaiting process or a single day's input including mail delivery, telefacsimile, courier, etc.

IT MAY BE BEST TO ASSIGN THESE QUESTIONS TO THE LIBRARY STAFF MEMBER RESPONSIBLE F THE ILL OR REFERENCE TRANSACTION.

INTERLIBRARY LOAN

If your library did not place any requests for interlibrary loan in the last year, record a check here __ and skip to **Question 12 on page 17.**

Questions 1 through 11 below deal with the **MOST RECENTLY RECEIVED ITEM** that your libr **REQUESTED ON ILL.**

1. What type of material was this MOST RECENTLY RECEIVED ITEM? (CIRCLE ONLY ONE)

Book	1
Article (photocopy)	2
Journal issue	3
Audio-visual material	4
Software .	5
Other material (please specify)______________________	6

2. Did your library search to verify or locate the item? (CIRCLE ALL THAT APPLY)

Yes, a search was made to verify the item	1 (Go to Q. 3)
Yes, a search was made to locate the item	2 (Go to Q. 3)
No, did not need to verify or locate the item	3 (Go to Q. 3)
No, the request for the unverified item was referred elsewhere	4

2a. If you referred the ILL request elsewhere to verify it or to locate the item, where did you refer (PLEASE CIRCLE ONLY ONE)

Regional Library System	1
Sub-regional Library System	2
Library of Last Recourse	3
Automated Resource Sharing Network	4
Another library (specify type of library)__________________ ____________________________________	5
Other (please specify)__________________________	6

3. If you knew where the item was located or if you searched in your library to find out, then from wh did you request the item and from where was it received? (CIRCLE ALL THAT APPLY)

	Sent Request	Received Item
Don't know	1	1
Regional Library System	2	2
Sub-regional Library System	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)__________________________	10	10

4. How many times did YOUR LIBRARY request the item from a library or other source before the request was filled or referred elsewhere to locate and obtain the item? (INDICATE "DK" FOR DON KNOW)

______ times (DO NOT INCLUDE REFERRALS BY OTHER LIBRARIES)

5. How did your library send your REQUEST and how was the item RECEIVED? (CIRCLE ALL THAT APPLY)

	Request Sent	Item Received
Regular mail	1	1
Telephone	2	2
Delivery (van, truck, etc.)	3	3
ILL subsystem of OCLC	4	4
Telefacsimile	5	5
Electronic Bulletin Board (specify which one) ____________________	6	6
Courier (e.g., UPS, Federal Express, taxi, etc.)	7	7
Other (please specify)____________________	8	8

6. How soon did your patron need to receive the item?

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

7. How much time elapsed between when your library made the request and the time it took to rece this RECENTLY RECEIVED ITEM?

Less than one day . . . . 1 or ____________ days

8. How satisfied were you with the time it took to receive this RECENTLY REQUESTED item? (PLEA CIRCLE APPROPRIATE NUMBER).

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

9. Did your library pay for this RECENTLY RECEIVED item?

No. . . . . 1 Yes . . . . 2 If yes, how much did you pay? $______________

The next two questions below deal with a hypothetical situation in which no interlibrary borrowing is available. If this is the case, we would like to know how your library will satisfy the ILL request and h much that alternative might cost your library and your requesting patron. Please answer the questio to the best of your ability.

10. If no interlibrary loan system is available, what is the alternative you would choose for acquiring t item? (PLEASE CIRCLE ONLY ONE)

Would not pursue the request further	1 (Skip to Q. 12)
Purchase (subscribe to) the item	2 (Skip to Q. 11A)
Use document delivery service (e.g., UMI, local broker, etc.)	3 (Skip to Q. 11A)
Print article online	4 (Skip to Q. 11A)
Have patron personally visit the nearest library which is likely to own the item in order to obtain and/or use it there	5 (Skip to Q. 11B)
Other (please specify)____________________	6 (Skip to Q. 11C)

Please estimate approximately how much the alternative source given above would cost your library a patron and/or how much time would be required of your staff or the patron to use this alternative sourc

11a. If you chose to purchase the item, use document delivery service, or print article online, plea estimate the:

a. Price or cost of the item . . . . $__________

b. Processing request for item (staff time) . . . . _____ minutes

c. Technical and physical processing of item (staff time) . . . . _____ minutes

d. Other (please specify)____________________ . . . . . $__________

Skip to Question 12

11b. If the patron visited another library, please estimate the:

e. Travel to other library (patron time) . . . . _____ minutes

f. Non-resident fee (user cost) . . . . $__________

g. Other (e.g., transportation) ____________________ . . . . $__________

Skip to Question 12

Question 11 continued on next page

11c. Other

h. Cost . . . . $__________

i. Staff time . . . . _____ minutes

j. Patron time . . . . _____ minutes

MOST RECENT REFERRED REFERENCE REQUEST

12. If your library did not refer any reference requests to other libraries or cooperative services in the last year record a check here _____ and skip to Part 5. Otherwise, please indicate your b characterization of the MOST RECENTLY FILLED REFERRED REFERENCE REQUEST? (PLEASE CIRCLE ONLY ONE).

Manual searches	1
Online bibliographic searches	2
Online searches of other databases	3
CD-ROM searches	4
Research analysis with written report	5
Referral to companies, consultants, etc.	6
Other (please specify)________________________	7

13. To which source did you direct this MOST RECENTLY FULFILLED REFERENCE REQUEST and FROM WHERE DID YOU RECEIVE THE RESULTS?

	Request Sent	Results Received
Regional Library System	1	1
Sub-regional Library System	2	2
Automated Resource Sharing Network	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)________________________	10	10

14. To how many libraries or other organizations did your library make the reference request be it was fulfilled? (INDICATE "DK" FOR DON'T KNOW).

__________ times

15. **How did your library send your reference request and how was this response received? (CIRCLE ALL THAT APPLY).**

	Request Sent	Response Received
Regular mail	1	1
Telephone	2	2
System delivery (van, truck, etc.)	3	3
Telefacsimile	4	4
Electronic Bulletin Board (specify which one) ______________________	5	5
Courier (e.g., UPS, Federal Express, taxi, etc.)	6	6
Other (please specify) ______________________	7	7

16. **How soon did your patron need to receive the reference response?**

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

17. **How much time elapsed between the time your library made the reference request and the time the response was received?**

Less than one day . . . . 1 or _______ days

18. **How satisfied were you with the time it took to receive the response? (PLEASE CIRCLE APPROPRIATE NUMBER)**

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satis
1	2	3	4	5

19. Were you satisfied with the quality/accuracy/relevance of the response? (PLEASE CIRCLE APPROPRIATE NUMBER)

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satis
1	2	3	4	5

20. Did your library pay for this RECENT REFERENCE RESPONSE?

No . . . . 1 Yes 2

20a. If yes, how much did your library pay? $____________________

The two questions below deal with a hypothetical situation in which no cooperative reference sys is available. If this is the case, we would like to know where or how your library would satisfy the refe request and how much that alternative would cost your library and your requesting patron. Please a the questions to the best of your ability.

21. If there was no access to a cooperative reference system available for this MOST RECENT REFER REQUEST, what would be the alternative you would use for answering the reference request? (PL CIRCLE ONLY ONE)

Would not pursue the reference request further . . . . 1 (Go to Part 5)

Would use another reference source
(please specify)______________________________ 2

Have patron obtain information from another library 3

Other (please specify)
____ 4

22. Please estimate approximately how much the alternative source given above would cost your library or how much time would be required of your staff or the patron to use this alternative.

Activity	Cost/Time
a. Price or cost charged to your library	$____________
b. Fulfillment of reference request in library	____ minutes
c. Travel to or call another library (patron time)	____ minutes
d. Other (please specify) ________________________	$____________

PART 5
OTHER INFORMATION AND YOUR COMMENTS

23. Please indicate any cooperative services to which your library belongs or participates. (See definition of cooperative service on the attached Glossary of Terms).

	CIRCLE ALL THAT APPLY
Regional Library System	1
Automated Resource Sharing Network(s)	
(Specify name)______________________________	2
______________________________	3
Other formal cooperative services:	
______________________________	4
______________________________	5
______________________________	6

This part of the questionnaire addresses your library's needs and your experiences and concerns with cooperative systems.

24. What do you consider to be the most urgent needs of your library PATRONS that might be helped by a cooperative service? Please rank in decreasing order of importance, i.e., 1 = most important, etc.

____

____

____

____

____

____

____

____

25. What do you consider to be the most urgent needs of your LIBRARY that might be helped by a cooperative system? Please rank in decreasing order of importance i.e., 1 = most

important, etc.

26. **Do you have any suggestions for improving the governance structure of the cooperative services to which you belong?**

27. **Do you consider the current method of allocation of funds of state aid to libraries in Massachusetts to be equitable throughout the state?**

Yes	1
No	2
Don't know	3

Elaborate or explain, if you wish.

28. **Please record any other comments you would like to make concerning your cooperative services, MBLC or related issues.**

FURTHER STUDY PARTICIPATION

Please note that King Research intends to spend some time with several libraries to perform an in-house patron survey. Libraries will be randomly selected from those wishing to participate. The patron surveys will be used to establish general patron information which is projected to the entire State. Someone from King Research will spend one or two days in the participating libraries, handing out questionnaires. Results will be provided to participating libraries.

Under no circumstance will results be revealed for individual libraries. On the other hand, we will provide each participating library with norms for them to use as they see fit. Libraries with whom we have worked in the past have found such norms to be very useful in highlighting their strengths and weaknesses.

Please indicate your willingness to participate in the special study:

Our library wishes to participate in the patron survey	No . . . 1	Yes . . . 2

THANK YOU FOR YOUR COOPERATION

MASSACHUSETTS LIBRARY SURVEY

PART 1

LIBRARY INPUT AND OUTPUT MEASURES

In this part we ask about the amount of operational transactions performed and services provided by your library. Include main library and branch libraries under the control of the main library. If data are available, please indicate the approximate cost of these functions and services.

1. Approximately how many people are in the organization served by your library?

_______________ professionals (e.g., scientists, lawyers, managers, sales, etc.)
_______________ other staff
_______________ patients, if applicable
_______________ others

2. Approximately how many registered patrons/users does your library serve? If your library does not register patrons, give the approximate number of "actual" patrons/users.

__________ registered patrons/users OR __________ actual patrons/users

3. Approximately how many visits were made to your library in the last year?

______________________ visits or gate count (NA, if data not available).

4. Approximate the size of your library collection and the annual costs (if known) in the following areas:

a. Number of books (volumes): Include number of books, bound periodicals, government documents, pamphlets, and microfilmed print materials.

______________ total volumes in collection

______________ volumes added in last year

$______________ cost of materials purchased in last year (NA, if data not available)

b. Number of current periodical titles:

______________ titles

$______________ cost of subscriptions in last year (NA, if data not available)

c. Number of audiovisual materials: include films, filmstrips, records, tapes, cassettes, videos, art prints, lists, maps, etc. [Only include those materials obtained for the permanent collection].

______________ total items in collection

______________ items added last year

$______________ cost of materials purchased (NA, if data not available)

5. Approximately what is your library's most recent annual circulation?

________________ total items circulated/year

6. There are several ways that your library might accomplish cataloging (e.g., in-house, outside service, purchase cards from a vendor, receive cards with book purchases, etc.). Please indicate how cataloging is accomplished by your library.

CIRCLE ALL THAT APPLY.

Do not catalog	1
In-house cataloging	2
Purchase/receive catalog cards from vendors (e.g., Brodart, etc.,)	3
Automated Resource Sharing Network	4
Other (specify)______________________________ . . .	5

7. Approximately how many interlibrary loans were requested by your library on behalf of your patrons/users, how many were received and how much did ILL cost last year?

DO NOT include loans from your branches. DO include "intra-network" loans.

	Requested by my library	Received at my library
Books	________	________
Periodicals or articles	________	________
Audiovisual materials	________	________
Other items	________	________
Total items, if breakdown not known	________	________

$__________ Total cost to your library including charges, labor, postage, telephone, etc. (NA, if data not available)

a. Was in-house automation used to:

	Circle One No	 Yes	
Verify citation?	1	2	If yes, vendor ____________________
Locate holding library?	1	2	If yes, vendor ____________________
Send request?	1	2	If yes, vendor/software ______________

b. Was a microfiche union list used? No . . . 1 Yes . . . 2

8. Approximately how many interlibrary loan requests did your library receive from other libraries, how many did your library fill and how much did lending cost last year?

	Requests from other libraries	Filled by my library
Books	________	________
Periodicals or articles	________	________
Audiovisual materials	________	________
Other items	________	________
Total items, if breakdown not known	________	________

$__________ Total cost to your library including labor, postage, photocopying, etc. (NA, if data not available)

9. **Please indicate by circling the appropriate number which library services your library normally provides to patrons/users. Approximate the number of service uses, transactions or units provided and the cost of these services last year.**

a. Reference Service:

	Circle all that apply		
Manual searches	1	________	searches
Online bibliographic database searches	2	________	searches
Online searches of other databases	3	________	searches
CD-ROM searches	4	________	searches
Research analysis w/report	5	________	analyses
Total searches, if breakdown not known		________	searches
Referral to companies, agencies, consultants, etc.	6	________	referrals
Terminals available to patrons:			
To search catalog (PAC)	7	________	terminals
To search external databases	8	________	terminals

$________________ Total cost of reference services including labor, vendor charges, etc. (NA, if data not available)

b. Patron/user access in the library:

Microcomputers/terminals	1	________	micros/terminals
CD-ROM	2	________	machines
Photocopiers	3	________	copies made by/for patrons only
Microfilm reader/printers	4	________	items
Video equipment used in library	5	________	workstations
		________	items
Other (please specify)			
________________________	6	________	________
________________________	7	________	________

10. How many staff members does your library currently have? [Report Full-Time Equivalent –FTE]. See additional instructions for definitions.

	Librarians (MLS or Equivalent)	Other (Non-MLS) Library Technicians	Clerical/Other Support	Volunteer
TOTAL	_______ FTE	_______ FTE	_______ FTE	_______ FTE
Technical processing/ operations	_______ FTE	_______ FTE	_______ FTE	_______ FTE
User services	_______ FTE	_______ FTE	_______ FTE	_______ FTE
Administration	_______ FTE	_______ FTE	_______ FTE	_______ FTE

11. What is your total annual library budget?

$_______________________________

PART 2

USE OF OUTSIDE SERVICES

This part of the questionnaire deals with the use of outside services such as Regional Library Systems, Automated Resource Sharing Networks, the Library of Last Recourse (Boston Public Library), other libraries, other organizations (e.g., individual consultants, Library of Congress, vendors, etc.), and so on. For a list of services, we ask you to indicate whether an outside organization is used by circling the appropriate number. If so, rate the importance of the service, indicate the proportion of your function or service provided by it (them), and rate the satisfaction with the MOST FREQUENTLY USED SERVICE. Importance ratings are: 1 - not at all important to 5 - essential. Satisfaction ratings are: 1 - very dissatisfied to 5 - very satisfied. Rate importance and satisfaction only if you use a particular service.

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
OPERATIONAL FUNCTIONS											
Cataloging/cards:											
Catalog production (LC, Brodart, etc.)	1	____	____%	____%	____%	____%	____%	____%	____	____	____
Automated cataloging Current materials	2	____	____%	____%	____%	____%	____%	____%	____	____	____
Retrospective Conversion	3	____	____%	____%	____%	____%	____%	____%	____	____	____
Physical processing	4	____	____%	____%	____%	____%	____%	____%	____	____	____

Part 2 continued on next page

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
Delivery Services:											
Vans	5	____	____%	____%	____%	____%	____%	____%	____	____	____
Courier (Fed. Ex. UPS, etc.)	6	____	____%	____%	____%	____%	____%	____%	____	____	____
Other (please specify)											
____________	7	____	____%	____%	____%	____%	____%	____%	____	____	____
USER SERVICES											
Reference, referral, research:											
Manual searches	8	____	____%	____%	____%	____%	____%	____%	____	____	____
Online bibliographic searches	9	____	____%	____%	____%	____%	____%	____%	____	____	____
Online searches of other databases	10	____	____%	____%	____%	____%	____%	____%	____	____	____
CD-ROM searches	11	____	____%	____%	____%	____%	____%	____%	____	____	____
Research anal. w/report	12	____	____%	____%	____%	____%	____%	____%	____	____	____
Referral to companies, etc.	13	____	____%	____%	____%	____%	____%	____%	____	____	____
ILL request processing	14	____	____%	____%	____%	____%	____%	____%	____	____	____
ILL verification/location	15	____	____%	____%	____%	____%	____%	____%	____	____	____

BEST COPY AVAILABLE

SERVICES YOU WOULD LIKE TO RECEIVE THROUGH COOPERATIVE SERVICES

Considering the functions and services listed in the first section (Part 2), which ones would you consider to be desirable to receive, if it were possible to provide through cooperative services? Record the function/service and note the desirability of such a service to you. Ratings of desirability are: 1 - low desirability to 5 - very desirable. Assuming that the function/service can be provided less expensively than now being done by you, would you be willing to pay for the service at cost?

Function/Service	Rating of Desirability (1 - 5)	Would You Pay for the Service?		
		Yes	No	Maybe
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3

PART 3
AUTOMATION

This part deals with general information concerning your library. For each function, please circle whether or not the function is automated (1) and if so the vendor, if automation of the function is being planned within two years (2) or is being considered within five years (3).

	Currently Automated (If so, Vendor Equipment Software)	Planned Automation within 2 Years	Considering Automation within 5 Years
Circulation	1 Vend. ______	2	3
Microcomputers for Patron use	1 Equip. ______	2	3
CD-ROM for staff use	1 Equip. ______	2	3
CD-ROM for patron use	1 Equip. ______	2	3
Acquisitions	1 Vend. ______	2	3
Cataloging	1 Vend. ______	2	3
Catalog Production/ Maintenance	1 Vend. ______	2	3
Public Access Catalog	1 Vend. ______	2	3
Serials Control	1 Vend. ______	2	3
Reference (e.g. access to online databases)	1 Vend. ______	2	3
Interlibrary loan	1 Vend. ______	2	3
Electronic Document Delivery/Fax	1 Vend. ______	2	3
Electronic Mail	1 Vend. ______	2	3
Electronic Bulletin Board	1 Vend. ______	2	3
Budgeting and Accounting	1 Soft. ______	2	3
Other* (please specify)			
______	1 ______	2	3
______	1 ______	2	3

*Please indicate any other functions that are or may be supported by automation.

PART 4
INTERLIBRARY LOAN (ILL) AND REFERENCE REFERRAL

In this section of the questionnaire we deal with interlibrary loan (ILL) and reference referral. In Part 1 we asked you to report the extent to which your library (and branch libraries) **BORROWS MATERIALS** from other libraries. The first 11 questions below deal with a specific incident of borrowing by your library. The remaining questions deal with a specific incident of reference referral.

Many libraries may receive a number of items borrowed through ILL in a day in the mail and through other means. If this is the case and you maintain an incoming log, choose the most recent entry on the log. If you do not have a log, choose one item randomly from either items awaiting processing or a single day's input including mail delivery, telefacsimile, courier, etc.

IT MAY BE BEST TO ASSIGN THESE QUESTIONS TO THE LIBRARY STAFF MEMBER RESPONSIBLE FOR THE ILL OR REFERENCE TRANSACTION.

INTERLIBRARY LOAN

If your library did not place any requests for interlibrary loan in the last year, record a check here _____ and skip to **Question 12 on page 14.**

Questions 1 through 11 below deal with the **MOST RECENTLY RECEIVED ITEM** that your library **REQUESTED ON ILL.**

1. What type of material was this MOST RECENTLY RECEIVED ITEM? (CIRCLE ONLY ONE)

Book	1
Article (photocopy)	2
Journal issue	3
Audio-visual material	4
Software	5
Other material (please specify)______________________ . . .	6

2. Did your library search to verify or locate the item? (CIRCLE ALL THAT APPLY)

Yes, a search was made to verify the item	1 (Go to Q. 3)
Yes, a search was made to locate the item	2 (Go to Q. 3)
No, did not need to verify or locate the item	3 (Go to Q. 3)
No, the request for the unverified item was referred elsewhere	4

2a. **If you referred the ILL request elsewhere to verify it or to locate the item, where did you refer it? (PLEASE CIRCLE ONLY ONE)**

Regional Library System	1
Sub-regional Library System	2
Library of Last Recourse	3
Automated Resource Sharing Network	4
Another library (specify type of library)____________________	
____	5
Other (please specify)______________________________	6

3. **If you knew where the item was located or if you searched in your library to find out, then from where did you request the item and from where was it received? (CIRCLE ALL THAT APPLY)**

	Sent Request	Received Item
Don't know	1	1
Regional Library System	2	2
Sub-regional Library System	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)______________________________	10	10

4. **How many times did YOUR LIBRARY request the item from a library or other source before the request was filled or referred elsewhere to locate and obtain the item? (INDICATE "DK" FOR DON'T KNOW)**

______ times (DO NOT INCLUDE REFERRALS BY OTHER LIBRARIES)

5. How did your library send your REQUEST and how was the item RECEIVED? (CIRCLE ALL THAT APPLY)

	Request Sent	Item Received
Regular mail	1	1
Telephone	2	2
Delivery (van, truck, etc.)	3	3
ILL subsystem of OCLC	4	4
Telefacsimile	5	5
Electronic Bulletin Board (specify which one) ______________________________ . . .	6	6
Courier (e.g., UPS, Federal Express, taxi, etc.)	7	7
Other (please specify)______________________________ . . .	8	8

6. How soon did your patron need to receive the item?

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

7. How much time elapsed between when your library made the request and the time it took to receive this RECENTLY RECEIVED ITEM?

Less than one day . . . . 1 or ____________ days

8. How satisfied were you with the time it took to receive this RECENTLY REQUESTED item? (PLEASE CIRCLE APPROPRIATE NUMBER).

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

9. Did your library pay for this RECENTLY RECEIVED item?

No. . . . . 1 Yes . . . . 2 If yes, how much did you pay? $____________

The next two questions below deal with a hypothetical situation in which no interlibrary borrowing is available. If this is the case, we would like to know how your library will satisfy the ILL request and how much that alternative might cost your library and your requesting patron. Please answer the questions to the best of your ability.

10. If no interlibrary loan system is available, what is the alternative you would choose for acquiring this item? (PLEASE CIRCLE ONLY ONE)

Would not pursue the request further	1 (Skip to Q. 12)
Purchase (subscribe to) the item	2 (Skip to Q. 11A)
Use document delivery service (e.g., UMI, local broker, etc.)	3 (Skip to Q. 11A)
Print article online	4 (Skip to Q. 11A)
Have patron personally visit the nearest library which is likely to own the item in order to obtain and/or use it there	5 (Skip to Q. 11B)
Other (please specify)____________________ . . .	6 (Skip to Q. 11C)

Please estimate approximately how much the alternative source given above would cost your library and patron and/or how much time would be required of your staff or the patron to use this alternative source?

11a. If you chose to purchase the item, use document delivery service, or print article online, please estimate the:

a. Price or cost of the item	$__________
b. Processing request for item (staff time)	_____ minutes
c. Technical and physical processing of item (staff time)	_____ minutes
d. Other (please specify)____________________ . . .	$__________

Skip to Question 12

11b. If the patron visited another library, please estimate the:

e. Travel to other library (patron time)	_____ minutes
f. Non-resident fee (user cost)	$__________
g. Other (e.g., transportation)____________________ . . .	$__________

Skip to Question 12

Question 11 continued on next page

11c. Other

h. Cost .... $____________

i. Staff time .... _____ minutes

j. Patron time .... _____ minutes

MOST RECENT REFERRED REFERENCE REQUEST

12. If your library did not refer any reference requests to other libraries or cooperative services in the last year record a check here _____ and skip to Part 5. Otherwise, please indicate your best characterization of the MOST RECENTLY FILLED REFERRED REFERENCE REQUEST? (PLEASE CIRCLE ONLY ONE).

Manual searches	1
Online bibliographic searches	2
Online searches of other databases	3
CD-ROM searches	4
Research analysis with written report	5
Referral to companies, consultants, etc.	6
Other (please specify)______________________________	7

13. To which source did you direct this MOST RECENTLY FULFILLED REFERENCE REQUEST and FROM WHERE DID YOU RECEIVE THE RESULTS?

	Request Sent	Results Received
Regional Library System	1	1
Sub-regional Library System	2	2
Automated Resource Sharing Network	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)______________________________	10	10

14. To how many libraries or other organizations did your library make the reference request before it was fulfilled? (INDICATE "DK" FOR DON'T KNOW).

_____________ times

15. How did your library send your reference request and how was this response received? (CIRCLE ALL THAT APPLY).

	Request Sent	Response Received
Regular mail	1	1
Telephone	2	2
System delivery (van, truck, etc.)	3	3
Telefacsimile	4	4
Electronic Bulletin Board (specify which one) _______________________________________ . . .	5	5
Courier (e.g., UPS, Federal Express, taxi, etc.)	6	6
Other (please specify)_______________________________ . . .	7	7

16. How soon did your patron need to receive the reference response?

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

17. How much time elapsed between the time your library made the reference request and the time the response was received?

Less than one day . . . . 1 or _______ days

18. How satisfied were you with the time it took to receive the response? (PLEASE CIRCLE APPROPRIATE NUMBER)

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

19. **Were you satisfied with the quality/accuracy/relevance of the response? (PLEASE CIRCLE APPROPRIATE NUMBER)**

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

20. **Did your library pay for this RECENT REFERENCE RESPONSE?**

No . . . . 1 Yes 2

20a. **If yes, how much did your library pay? $______________________**

The two questions below deal with a hypothetical situation in which no cooperative reference system is available. If this is the case, we would like to know where or how your library would satisfy the reference request and how much that alternative would cost your library and your requesting patron Please answer the questions to the best of your ability.

21. **If there was no access to a cooperative reference system available for this MOST RECENT REFERENCE REQUEST, what would be the alternative you would use for answering the reference request? (PLEASE CIRCLE ONLY ONE)**

Would not pursue the reference request further . . . . 1 (Go to Part 5)

Would use another reference source (please specify)__________________________ . . . 2

Have patron obtain information from another library 3

Other (please specify) __________________________________ . . . 4

22. Please estimate approximately how much the alternative source given above would cost your library or how much time would be required of your staff or the patron to use this alternative.

Activity	Cost/Time
a. Price or cost charged to your library	$__________
b. Fulfillment of reference request in library	____ minutes
c. Travel to or call another library (patron time)	____ minutes
d. Other (please specify)____________________ . . .	$__________

PART 5
OTHER INFORMATION AND YOUR COMMENTS

23. Please indicate any cooperative services to which your library belongs or participates. (See definition of cooperative service on the attached Glossary of Terms).

	CIRCLE ALL THAT APPLY
Regional Library System	1
Automated Resource sharing Network(s) (Specify name)______________________________ . . .	3
______________________________ . . .	4
Other formal cooperative services:	
______________________________ . . .	5
______________________________ . . .	6
______________________________ . . .	7

This part of the questionnaire addresses your library's needs and your experiences and concerns with cooperative systems.

24. What do you consider to be the most urgent needs of your library PATRONS that might be helped by a cooperative service? Please rank in decreasing order of importance, i.e., 1 = most important, etc.

____

____

____

____

____

____

____

____

25. What do you consider to be the most urgent needs of your LIBRARY that might be helped by a cooperative system? Please rank in decreasing order of importance i.e., 1 = most important, etc.

26. Do you have any suggestions for improving the governance structure of the cooperative services to which you belong?

27. Do you consider the current method of allocation of funds of state aid to libraries in Massachusetts to be equitable throughout the state?

Yes 1
No 2
Don't know 3

Elaborate or explain, if you wish.

28. **Please record any other comments you would like to make concerning your cooperative services, MBLC or related issues.**

____

____

____

____

____

____

____

____

____

FURTHER STUDY PARTICIPATION

Please note that King Research intends to spend some time with several libraries to perform an in-house patron survey. Libraries will be randomly selected from those wishing to participate. The patron surveys will be used to establish general patron information which is projected to the entire State. Someone from King Research will spend one or two days in the participating libraries, handing out questionnaires. Results will be provided to participating libraries.

Under no circumstance will results be revealed for individual libraries. On the other hand, we will provide each participating library with norms for them to use as they see fit. Libraries with whom we have worked in the past have found such norms to be very useful in highlighting their strengths and weaknesses.

Please indicate your willingness to participate in the special study:

Our library wishes to participate in the patron survey No . . . 1 Yes . . . 2

THANK YOU FOR YOUR COOPERATION

MASSACHUSETTS LIBRARY SURVEY

PART 1

LIBRARY INPUT AND OUTPUT MEASURES

In this part we ask about the amount of operational transactions performed and services provided by your library. Include main library and branch libraries under the control of the main library. If data are available, please indicate the approximate cost of these functions and services.

1. Approximately how many people are in the organization served by your library?

________________ professionals (e.g., scientists, lawyers, managers, sales, etc.)

________________ other staff

________________ patients, if applicable

________________ others

2. Approximately how many registered patrons/users does your library serve? If your library does not register patrons, give the approximate number of "actual" patrons/users.

____________ registered patrons/users OR ____________ actual patrons/users

3. Approximately how many visits were made to your library in the last year?

__________________________ visits or gate count (NA, if data not available).

4. Approximate the size of your library collection and the annual costs (if known) in the following areas:

a. Number of books (volumes): Include number of books, bound periodicals, government documents, pamphlets, and microfilmed print materials.

________________ total volumes in collection

________________ volumes added in last year

$________________ cost of materials purchased in last year (NA, if data not available)

b. Number of current periodical titles:

________________ titles

$________________ cost of subscriptions in last year (NA, if data not available)

c. Number of audiovisual materials: include films, filmstrips, records, tapes, cassettes, videos, art prints, lists, maps, etc. [Only include those materials obtained for the permanent collection].

________________ total items in collection

________________ items added last year

$________________ cost of materials purchased (NA, if data not available)

5. Approximately what is your library's most recent annual circulation?

____________________ total items circulated/year

6. There are several ways that your library might accomplish cataloging (e.g., in-house, outside service, purchase cards from a vendor, receive cards with book purchases, etc.). Please indicate how cataloging is accomplished by your library. CIRCLE ALL THAT APPLY.

Do not catalog	1
In-house cataloging	2
Purchase/receive catalog cards from vendors (e.g., Brodart, etc.,)	3
Automated Resource Sharing Network	4
Other (specify)________________________________ . . .	5

7. Approximately how many interlibrary loans were requested by your library on behalf of your patrons/users, how many were received and how much did ILL cost last year?

DO NOT include loans from your branches. DO include "intra-network" loans.

	Requested by my library	Received at my library
Books	________	________
Periodicals or articles	________	________
Audiovisual materials	________	________
Other items	________	________
Total items, if breakdown not known	________	________

$__________ Total cost to your library including charges, labor, postage, telephone, etc. (NA, if data not available)

a. Was in-house automation used to:

	Circle One No	Yes	
Verify citation?	1	2	If yes, vendor ________________
Locate holding library?	1	2	If yes, vendor ________________
Send request?	1	2	If yes, vendor/software ____________

b. Was a microfiche union list used? No . . . 1 Yes . . . 2

8. Approximately how many interlibrary loan requests did your library receive from other libraries, how many did your library fill and how much did lending cost last year?

	Requests from other libraries	Filled by my library
Books	________	________
Periodicals or articles	________	________
Audiovisual materials	________	________
Other items	________	________
Total items, if breakdown not known	________	________

$__________ Total cost to your library including labor, postage, photocopying, etc. (NA, if data not available)

9. Please indicate by circling the appropriate number which library services your library normally provides to patrons/users. Approximate the number of service uses, transactions or units provided and the cost of these services last year.

a. Reference Service:

Circle all that apply

Manual searches	1	________	searches
Online bibliographic database searches	2	________	searches
Online searches of other databases	3	________	searches
CD-ROM searches	4	________	searches
Research analysis w/report	5	________	analyses
Total searches, if breakdown not known		________	searches
Referral to companies, agencies, consultants, etc.	6	________	referrals
Terminals available to patrons:			
To search catalog (PAC)	7	________	terminals
To search external databases	8	________	terminals

$______________ Total cost of reference services including labor, vendor charges, etc. (NA, if data not available)

b. Patron/user access in the library:

Microcomputers/terminals	1	________	micros/terminals
CD-ROM	2	________	machines
Photocopiers	3	________	copies made by/for patrons only
Microfilm reader/printers	4	________	items
Video equipment used in library	5	________	workstations
		________	items
Other (please specify)			
____________________	6	________	________
____________________	7	________	________

10. How many staff members does your library currently have? [Report Full-Time Equivalent –FTE]. See additional instructions for definitions. See additional instructions for definitions.

	Professional			
	Librarians (MLS or Equivalent)	Other (Non-MLS) Library Technicians	Clerical/Other Support	Volunteer
Total	_______ FTE	_______ FTE	_______ FTE	_______ FTE
Technical processing/ operations	_______ FTE	_______ FTE	_______ FTE	_______ FTE
User services	_______ FTE	_______ FTE	_______ FTE	_______ FTE
Administration	_______ FTE	_______ FTE	_______ FTE	_______ FTE

11. What is your total annual library budget?

$_________________________

PART 2

USE OF OUTSIDE SERVICES

This part of the questionnaire deals with the use of outside services such as Regional Library Systems, Automated Resource Sharing Networks, the Library of Last Recourse (Boston Public Library), other libraries, other organizations (e.g., individual consultants, Library of Congress, vendors, etc.), and so on. For a list of services, we ask you to indicate whether an outside organization is used by circling the appropriate number. If so, rate the importance of the service, indicate the proportion of your function or service provided by it (them), and rate the satisfaction with the MOST FREQUENTLY USED SERVICE. Importance ratings are: 1 - not at all important to 5 - essential. Satisfaction ratings are: 1 - very dissatisfied to 5 - very satisfied. Rate importance and satisfaction only if you use a particular service.

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
OPERATIONAL FUNCTIONS											
Cataloging/cards											
Catalog production (LC, Brodart, etc.)	1	___	___%	___%	___%	___%	___%	___%	___	___	___
Automated cataloging Current materials	2	___	___%	___%	___%	___%	___%	___%	___	___	___
Retrospective Conversion	3	___	___%	___%	___%	___%	___%	___%	___	___	___
Physical processing	4	___	___%	___%	___%	___%	___%	___%	___	___	___

Part 2 continued on next page

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
Delivery Services											
Vans	5	____	____%	____%	____%	____%	____%	____%	____	____	____
Courier (Fed. Ex. UPS, etc.)	6	____	____%	____%	____%	____%	____%	____%	____	____	____
Other (please specify)											
____________	7	____	____%	____%	____%	____%	____%	____%	____	____	____
USER SERVICES											
Reference, referral, research											
Manual searches	8	____	____%	____%	____%	____%	____%	____%	____	____	____
Online bibliographic searches	9	____	____%	____%	____%	____%	____%	____%	____	____	____
Online searches of other databases	10	____	____%	____%	____%	____%	____%	____%	____	____	____
CD-ROM searches	11	____	____%	____%	____%	____%	____%	____%	____	____	____
Research anal. w/report	12	____	____%	____%	____%	____%	____%	____%	____	____	____
Referral to companies, etc.	13	____	____%	____%	____%	____%	____%	____%	____	____	____
ILL request processing	14	____	____%	____%	____%	____%	____%	____%	____	____	____
ILL verification/location	15	____	____%	____%	____%	____%	____%	____%	____	____	____

SERVICES YOU WOULD LIKE TO RECEIVE THROUGH COOPERATIVE SERVICES

Considering the functions and services listed in the first section (Part 2), which ones would you consider to be desirable to receive, if provided through cooperative services? Record the function/service and note the desirability of such a service to you. Ratings of desirability are: 1 - low desirability to 5 - very desirable. Assuming that the function/service can be provided less expensively than now being done by you, would you be willing to pay for the service at cost?

Function/Service	Rating of Desirability (1 - 5)	Would You Pay for the Service?		
		Yes	No	Maybe
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3

PART 3
AUTOMATION

This part deals with general information concerning your library. For each function, please circle whether or not the function is automated (1) and if so the vendor, if automation of the function is being planned within two years (2) or is being considered within five years (3).

	Currently Automated (If so, Vendor Equipment Software)	Planned Automation within 2 Years	Considering Automation within 5 Years
Circulation	1 Vend. ______________________	2	3
Microcomputers for Patron use	1 Equip. ______________________	2	3
CD-ROM for staff use	1 Equip. ______________________	2	3
CD-ROM for patron use	1 Equip. ______________________	2	3
Acquisitions	1 Vend. ______________________	2	3
Cataloging	1 Vend. ______________________	2	3
Catalog Production/ Maintenance	1 Vend. ______________________	2	3
Public Access Catalog	1 Vend. ______________________	2	3
Serials Control	1 Vend. ______________________	2	3
Reference (e.g. access to online databases)	1 Vend. ______________________	2	3
Interlibrary loan	1 Vend. ______________________	2	3
Electronic Document Delivery/Fax	1 Vend. ______________________	2	3
Electronic Mail	1 Vend. ______________________	2	3
Electronic Bulletin Board	1 Vend. ______________________	2	3
Budgeting and Accounting	1 Soft. ______________________	2	3
Other* (please specify)			
____________	1 ______________________	2	3
____________	1 ______________________	2	3

*Please indicate any other functions that are or may be supported by automation.

PART 4
INTERLIBRARY LOAN (ILL) AND REFERENCE REFERRAL

In this section of the questionnaire we deal with interlibrary loan (ILL) and reference referral. In Part 1 we asked you to report the extent to which your library (and branch libraries) **BORROWS MATERIALS** from other libraries. The first 11 questions below deal with a specific incident of borrowing by your library. The remaining questions deal with a specific incident of reference referral.

Many libraries may receive a number of items borrowed through ILL in a day in the mail and through other means. If this is the case and you maintain an incoming log, choose the most recent entry on the log. If you do not have a log, choose one item randomly from either items awaiting processing or a single day's input including mail delivery, telefacsimile, courier, etc.

IT MAY BE BEST TO ASSIGN THESE QUESTIONS TO THE LIBRARY STAFF MEMBER RESPONSIBLE FOR THE ILL OR REFERENCE TRANSACTION.

INTERLIBRARY LOAN

If your library did not place any requests for interlibrary loan in the last year, record a check here _____ and skip to **Question 12 on page 14.**

Questions 1 through 11 below deal with the **MOST RECENTLY RECEIVED ITEM** that your library **REQUESTED ON ILL.**

1. What type of material was this MOST RECENTLY RECEIVED ITEM? (CIRCLE ONLY ONE)

Book	1
Article (photocopy)	2
Journal issue	3
Audio-visual material	4
Software	5
Other material (please specify)______________________	6

2. Did your library search to verify or locate the item? (CIRCLE ALL THAT APPLY)

Yes, a search was made to verify the item	1 (Go to Q. 3)
Yes, a search was made to locate the item	2 (Go to Q. 3)
No, did not need to verify or locate the item	3 (Go to Q. 3)
No, the request for the unverified item was referred elsewhere	4

2a. If you referred the ILL request elsewhere to verify it or to locate the item, where did you refer it? (PLEASE CIRCLE ONLY ONE)

Regional Library System	1
Sub-regional Library System	2
Library of Last Recourse	3
Automated Resource Sharing Network	4
Another library (specify type of library)____________________ ____	5
Other (please specify)____________________________	6

3. If you knew where the item was located or if you searched in your library to find out, then from where did you request the item and from where was it received? (CIRCLE ALL THAT APPLY)

	Sent Request	Received Item
Don't know	1	1
Regional Library System	2	2
Sub-regional Library System	3	3
Automated Resource Sharing Network	4	4
Library of Last Recourse	5	5
Public library	6	6
College or university library	7	7
School library or media center	8	8
State institution library (e.g., state hospital, prison, etc.)	9	9
Special library (e.g., company, government agency, etc.)	10	10
Other (please specify)____________________________	11	11

4. How many times did YOUR LIBRARY request the item from a library or other source before the request was filled or referred elsewhere to locate and obtain the item? (INDICATE "DK" FOR DON'T KNOW)

______ times (DO NOT INCLUDE REFERRALS BY OTHER LIBRARIES)

5. How did your library send your REQUEST and how was the item RECEIVED? (CIRCLE ALL THAT APPLY)

	Request Sent	Item Received
Regular mail	1	1
Telephone	2	2
Delivery (van, truck, etc.)	3	3
ILL subsystem of OCLC	4	4
Telefacsimile	5	5
Electronic Bulletin Board (specify which one) ________________________	6	6
Courier (e.g., UPS, Federal Express, taxi, etc.)	7	7
Other (please specify)________________________	8	8

6. How soon did your patron need to receive the item?

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

7. How much time elapsed between when your library made the request and the time it took to receive this RECENTLY RECEIVED ITEM?

Less than one day .... 1 or ____________ days

8. How satisfied were you with the time it took to receive this RECENTLY REQUESTED item? (PLEASE CIRCLE APPROPRIATE NUMBER).

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

9. Did your library pay for this RECENTLY RECEIVED item?

No. . . . . 1 Yes . . . . 2 If yes, how much did you pay? $______________

The next two questions below deal with a hypothetical situation in which no interlibrary borrowing is available. If this is the case, we would like to know how your library will satisfy the ILL request and how much that alternative might cost your library and your requesting patron. Please answer the questions to the best of your ability.

10. If no interlibrary loan system is available, what is the alternative you would choose for acquiring this RECENTLY RECEIVED ITEM? (PLEASE CIRCLE ONLY ONE)

Would not pursue the request further	1 (Skip to Q. 12)
Purchase (subscribe to) the item	2 (Skip to Q. 11A)
Use document deliver service (e.g., UMI, local broker, etc.)	3 (Skip to Q. 11A)
Print article online	4 (Skip to Q. 11A)
Have patron personally visit another library to obtain and/or use it there	5 (Skip to Q. 11B)
Other (please specify)________________________ . . .	6 (Skip to Q. 11C)

Please estimate approximately how much the alternative source given above would cost your library and patron and/or how much time would be required of your staff or the patron to use this alternative source?

11a. If you chose to purchase the item, use document delivery service, or print article online, please estimate the:

a. Price or cost of the item	$__________
b. Processing request for item	_____ minutes
c. Technical and physical processing of item	_____ minutes
d. Other (please specify)________________________ . . .	$__________

Skip to Question 12

11b. If the patron visited another library, please estimate the:

e. Travel to other library (patron time)	_____ minutes
f. Non-resident fee (user cost)	$__________
g. Other (please specify)________________________ . . .	$__________

Skip to Question 12

Question 11 continued on next page

11c. Other

h. Cost	$__________
i. Staff time	____ minutes
j. Patron time	____ minutes

MOST RECENT REFERRED REFERENCE REQUEST

12. If your library did not refer any reference requests to other libraries or cooperative services in the last year record a check here ____ and skip to Part 5. Otherwise, please indicate your best characterization of the MOST RECENTLY FILLED REFERRED REFERENCE REQUEST? (PLEASE CIRCLE ONLY ONE).

Subject request	1
Difficult verification	2
Manual searches	3
Online bibliographic searches	4
Online searches of other databases	5
CD-ROM searches	6
Research analysis with written report	7
Referral to companies, consultants, etc.	8
Other (please specify)________________	9

13. To which source did you direct this MOST RECENTLY FULFILLED REFERENCE REQUEST and FROM WHERE DID YOU RECEIVE THE RESULTS?

	Request Sent	Results Received
Don't know	1	1
Regional Library System	2	2
Sub-regional Library System	3	3
Automated Resource Sharing Network	4	4
Library of Last Recourse	5	5
Public library	6	6
College or university library	7	7
School library or media center	8	8
State institution library (e.g., state hospital, prison, etc.)	9	9
Special library (e.g., company, government agency, etc.)	10	10
Other (please specify)________________	11	11

14. **To how many libraries did your library make the reference request before it was fulfilled? (INDICATE "DK" FOR DON'T KNOW).**

_______________ times

15. **How did your library send your reference request and how was this response received? (CIRCLE ALL THAT APPLY).**

	Request Sent	Response Received
Regular mail	1	1
Telephone	2	2
System delivery (van, truck, etc.)	3	3
Telefacsimile	4	4
Electronic Bulletin Board (specify which one) ______________________________	5	5
Courier (e.g., UPS, Federal Express, taxi, etc.)	6	6
Other (please specify) ______________________	7	7

16. **How soon did your patron need to receive the reference response?**

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

17. **How much time elapsed between the time your library made the reference request and the time the response was received?**

Less than one day . . . . 1 or ________ days

18. **How satisfied were you with the time it took to receive the response? (PLEASE CIRCLE APPROPRIATE NUMBER)**

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

19. **Were you satisfied with the quality/accuracy/relevance of the response? (PLEASE CIRCLE APPROPRIATE NUMBER)**

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

20. **Did your library pay for this RECENT REFERENCE RESPONSE?**

No . . . . 1 Yes 2

20a. **If yes, how much did your library pay? $____________________**

The two questions below deal with a hypothetical situation in which no cooperative reference system available. If this is the case, we would like to know where or how your library would satisfy th reference request and how much that alternative would cost your library and your requesting patro Please answer the questions to the best of your ability.

21. **If there was no access to a cooperative reference system available for this MOST RECEN REFERENCE REQUEST, what would be the alternative you would use for answering the referenc request? (PLEASE CIRCLE ONLY ONE)**

Would not pursue the reference request further . . . . 1 (Go to Part 5)

Would use another reference source
(please specify)________________________ . . . 2

Have patron obtain information from another library 3

Other (please specify)
________________________________ . . . 4

22. Please estimate approximately how much the alternative source given above would cost your library or how much time would be required of your staff or the patron to use this alternative.

Activity	Cost/Time
a. Price or cost charged to your library	$____________
b. Fulfillment of reference request in library	_____ minutes
c. Travel to or call another library (patron time)	_____ minutes
d. Other (please specify)__________________________ . . .	$____________

PART 5
OTHER INFORMATION AND YOUR COMMENTS

23. Please indicate any cooperative services to which your library belongs or participates. (See definition of cooperative service on the attached Glossary of Terms).

	CIRCLE ALL THAT APPLY
Regional Library System	1
Sub-regional Library System	2
Automated Resource sharing Network(s)	
(Specify name)______________________________ . . .	3
______________________________________ . . .	4
Other formal cooperative services:	
______________________________________ . . .	5
______________________________________ . . .	6
______________________________________ . . .	7

This part of the questionnaire addresses your **library's needs** and your experiences and concerns with cooperative systems.

24. What do you consider to be the most urgent needs of your library PATRONS that might be helped by a cooperative service? Please rank in decreasing order of importance, i.e., 1 = most important, etc.

____

____

____

____

____

____

____

____

25. What do you consider to be the most urgent needs of your LIBRARY that might be helped by a cooperative system? Please rank in decreasing order of importance i.e., 1 = most important, etc.

26. Do you have any suggestions for improving the governance structure of the cooperative services to which you belong?

27. Do you consider the current method of allocation of funds of state aid to libraries in Massachusetts to result in equitable services throughout the state?

Yes	1
No	2
Don't know	3

Elaborate or explain, if you wish.

28. Please record any other comments you would like to make concerning your cooperative services, MBLC or related issues.

Please note that King Research intends to spend some time with several libraries to perform an in-house patron survey. Libraries will be randomly selected from those wishing to participate. The patron surveys will be used to establish general patron information which is projected to the entire State. Someone from King Research will spend one or two days in the participating libraries, handing out questionnaires. Results will be provided to participating libraries.

Under no circumstance will results be revealed for individual libraries. On the other hand, we will provide each participating library with norms for them to use as they see fit. Libraries have found such norms to be very useful in highlighting their strengths and weaknesses.

Please indicate your willingness to participate in the special study:

Our library wishes to participate in the patron survey No . . . 1 Yes . . . 2

THANK YOU FOR YOUR COOPERATION

MASSACHUSETTS LIBRARY SURVEY

PART 1

LIBRARY INPUT AND OUTPUT MEASURES

In this part we ask about the amount of operational transactions performed and services provided by your library. Include main library and branch libraries under the control of the main library. If data are available, please indicate the approximate cost of these functions and services.

1. Approximately how many people are in the organization served by your library?

________________ professionals (e.g., scientists, lawyers, managers, sales, etc.)
________________ other staff
________________ patients, if applicable
________________ others

2. Approximately how many registered patrons/users does your library serve? If your library does not register patrons, give the approximate number of "actual" patrons/users.

____________ registered patrons/users OR ____________ actual patrons/users

Approximately how many visits were made to your library in the last year?

__________________________ visits or gate count (NA, if data not available).

4. Approximate the size of your library collection and the annual costs (if known) in the following areas:

a. Number of books (volumes): Include number of books, bound periodicals, government documents, pamphlets, and microfilmed print materials.

______________ total volumes in collection

______________ volumes added in last year

$______________ cost of materials purchased in last year (NA, if data not available)

b. Number of current periodical titles:

______________ titles

$______________ cost of subscriptions in last year (NA, if data not available)

c. Number of audiovisual materials: include films, filmstrips, records, tapes, cassettes, videos, art prints, lists, maps, etc. [Only include those materials obtained for the permanent collection].

______________ total items in collection

______________ items added last year

$______________ cost of materials purchased (NA, if data not available)

5. Approximately what is your library's most recent annual circulation?

______________ total items circulated/year

6. There are several ways that your library might accomplish cataloging (e.g., in-house, outside service, purchase cards from a vendor, receive cards with book purchases, etc.). Please indicate how cataloging is accomplished by your library.

CIRCLE ALL THAT APPLY.

Do not catalog	1
In-house cataloging	2
Purchase/receive catalog cards from vendors (e.g., Brodart, etc.,)	3
Automated Resource Sharing Network	4
Other (specify)______________________________ . . .	5

7. Approximately how many interlibrary loans were requested by your library on behalf of your patrons/users, how many were received and how much did ILL cost last year?

DO NOT include loans from your branches. DO include "intra-network" loans.

	Requested by my library	Received at my library
Books	__________	__________
Periodicals or articles	__________	__________
Audiovisual materials	__________	__________
Other items	__________	__________
Total items, if breakdown not known	__________	__________

$__________ Total cost to your library including charges, labor, postage, telephone, etc. (NA, if data not available)

a. Was in-house automation used to:

	Circle One		
	No	Yes	
Verify citation?	1	2	If yes, vendor ____________________
Locate holding library?	1	2	If yes, vendor ____________________
Send request?	1	2	If yes, vendor/software ________________

b. Was a microfiche union list used? No . . . 1 Yes . . . 2

8. Approximately how many interlibrary loan requests did your library receive from other libraries, how many did your library fill and how much did lending cost last year?

	Requests from other libraries	Filled by my library
Books	__________	__________
Periodicals or articles	__________	__________
Audiovisual materials	__________	__________
Other items	__________	__________
Total items, if breakdown not known	__________	__________

$__________ Total cost to your library including labor, postage, photocopying, etc. (NA, if data not available)

9. Please indicate by circling the appropriate number which library services your library normally provides to patrons/users. Approximate the number of service uses, transactions or units provided and the cost of these services last year.

a. Reference Service:

Circle all that apply

Manual searches	1	____________	searches
Online bibliographic database searches	2	____________	searches
Online searches of other databases	3	____________	searches
CD-ROM searches	4	____________	searches
Research analysis w/report	5	____________	analyses
Total searches, if breakdown not known		____________	searches
Referral to companies, agencies, consultants, etc.	6	____________	referrals
Terminals available to patrons:			
To search catalog (PAC)	7	____________	terminals
To search external databases	8	____________	terminals

$____________________ Total cost of reference services including labor, vendor charges, etc. (NA, if data not available)

b. Patron/user access in the library:

Microcomputers/terminals	1	____________	micros/terminals
CD-ROM	2	____________	machines
Photocopiers	3	____________	copies made by/for patrons only
Microfilm reader/printers	4	____________	items
Video equipment used in library	5	____________	workstations
		____________	items
Other (please specify)			
______________________________	6	____________	____________
______________________________	7	____________	____________

How many staff members does your library currently have? [Report Full-Time Equivalent –FTE]. See additional instructions for definitions.

	Librarians (MLS or Equivalent)	Other (Non-MLS) Library Technicians	Clerical/Other Support	Volunteer
TOTAL	_______ FTE	_______ FTE	_______ FTE	_______ FTE
Technical processing/ operations	_______ FTE	_______ FTE	_______ FTE	_______ FTE
User services	_______ FTE	_______ FTE	_______ FTE	_______ FTE
Administration	_______ FTE	_______ FTE	_______ FTE	_______ FTE

What is your total annual library budget?

$______________________________

PART 2

USE OF OUTSIDE SERVICES

This part of the questionnaire deals with the use of outside services such as Regional Library Systems, Automated Resource Sharing Networks, the Library of Last Recourse (Boston Public Library), other libraries, other organizations (e.g., individual consultants, Library of Congress, vendors, etc.), and so on. For a list of services, we ask you to indicate whether an outside organization is used by circling the appropriate number. If so, rate the importance of the service, indicate the proportion of your function or service provided by it (them), and rate the satisfaction with the MOST FREQUENTLY USED SERVICE. Importance ratings are: 1 - not at all important to 5 - essential. Satisfaction ratings are: 1 - very dissatisfied to 5 - very satisfied. Rate importance and satisfaction only if you use a particular service.

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source						Satisfaction Rating of Most Frequently Used Source		
			Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (BPL)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
OPERATIONAL FUNCTIONS											
Cataloging/cards:											
Catalog production (LC, Brodart, etc.)	1	___	___%	___%	___%	___%	___%	___%	___	___	___
Automated cataloging Current materials	2	___	___%	___%	___%	___%	___%	___%	___	___	___
Retrospective Conversion	3	___	___%	___%	___%	___%	___%	___%	___	___	___
Physical processing	4	___	___%	___%	___%	___%	___%	___%	___	___	___

Part 2 continued on next page

Function/Service Received	Use Service (Circle only those used)	Importance Rating (1 - 5)	Proportion of Total Units/Transactions by Source: Regional Sub.-Reg. Library System	Auto. Res. Sharing Network	Lib. of Last Recourse (LLR)	Mass. Bd. of Library Comm.	Other Mass. Library	Other (e.g. Vendor)	Satisfaction Rating of Most Frequently Used Source: Overall Service (1 - 5)	Quality (1 - 5)	Timeliness (1 - 5)
Delivery Services:											
Van	5	___	___%	___%	___%	___%	___%	___%	___	___	___
Courier (Fed. Ex. UPS, etc.)	6	___	___%	___%	___%	___%	___%	___%	___	___	___
Other (please specify)											
___	7	___	___%	___%	___%	___%	___%	___%	___	___	___
USER SERVICES											
Reference, referral, research:											
Manual searches	8	___	___%	___%	___%	___%	___%	___%	___	___	___
Online bibliographic searches	9	___	___%	___%	___%	___%	___%	___%	___	___	___
Online searches of other databases	10	___	___%	___%	___%	___%	___%	___%	___	___	___
CD-ROM searches	11	___	___%	___%	___%	___%	___%	___%	___	___	___
Research anal. w/report	12	___	___%	___%	___%	___%	___%	___%	___	___	___
Referral to companies, etc.	13	___	___%	___%	___%	___%	___%	___%	___	___	___
ILL request processing	14	___	___%	___%	___%	___%	___%	___%	___	___	___
ILL verification/location	15	___	___%	___%	___%	___%	___%	___%	___	___	___

SERVICES YOU WOULD LIKE TO RECEIVE THROUGH COOPERATIVE SERVICES

Considering the functions and services listed in the first section (Part 2), which ones would you consider to be desirable to receive if it were possible to provide through cooperative services? Record the function/service and note the desirability of such a service t you. Ratings of desirability are: 1 - low desirability to 5 - very desirable. Assuming that the function/service can be provided les expensively than now being done by you, would you be willing to pay for the service at cost?

Function/Service	Rating of Desirability (1 - 5)	Would You Pay for the Service?		
		Yes	No	Mayb
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3
		1	2	3

PART 3
AUTOMATION

This part deals with general information concerning your library. For each function, please circle whether or not the function is automated (1) and if so the vendor, if automation of the function is being planned within two years (2) or is being considered within five years (3).

	Currently Automated (If so, Vendor Equipment Software)	Planned Automation within 2 Years	Considering Automation within 5 Years
Circulation	1 Vend. ____________	2	3
Microcomputers or Patron use	1 Equip. ____________	2	3
CD-ROM for staff use	1 Equip. ____________	2	3
CD-ROM for patron use	1 Equip. ____________	2	3
cquisitions	1 Vend. ____________	2	3
Cataloging	1 Vend. ____________	2	3
Catalog Production/ laintenance	1 Vend. ____________	2	3
ublic Access Catalog	1 Vend. ____________	2	3
erials Control	1 Vend. ____________	2	3
eference (e.g. ccess to online databases)	1 Vend. ____________	2	3
terlibrary loan	1 Vend. ____________	2	3
lectronic Document Delivery/Fax	1 Vend. ____________	2	3
lectronic Mail	1 Vend. ____________	2	3
lectronic Bul- tin Board	1 Vend. ____________	2	3
udgeting and ccounting	1 Soft. ____________	2	3
ther* (please ecify)			
____________	1 ____________	2	3
____________	1 ____________	2	3

Please indicate any other functions that are or may be supported by automation.

PART 4
INTERLIBRARY LOAN (ILL)
AND
REFERENCE REFERRAL

In this section of the questionnaire we deal with interlibrary loan (ILL) and reference referral. In Part 1 we asked you to report the extent to which your library (and branch libraries) BORROWS MATERIALS from other libraries. The first 11 questions below deal with a specific incident of borrowing by your library. The remaining questions deal with a specific incident of reference referral.

Many libraries may receive a number of items borrowed through ILL in a day in the mail and through other means. If this is the case and you maintain an incoming log, choose the most recent entry on the log. If you do not have a log, choose one item randomly from either items awaiting processing or a single day's input including mail delivery, telefacsimile, courier, etc.

IT MAY BE BEST TO ASSIGN THESE QUESTIONS TO THE LIBRARY STAFF MEMBER RESPONSIBLE FOR THE ILL OR REFERENCE TRANSACTION.

INTERLIBRARY LOAN

If your library did not place any requests for interlibrary loan in the last year, record a check here _____ and skip to Question 12 on page 14.

Questions 1 through 11 below deal with the MOST RECENTLY RECEIVED ITEM that your library REQUESTED ON ILL.

1. What type of material was this MOST RECENTLY RECEIVED ITEM? (CIRCLE ONLY ONE)

Book	1
Article (photocopy)	2
Journal issue	3
Audio-visual material	4
Software	5
Other material (please specify)______________________	6

2. Did your library search to verify or locate the item? (CIRCLE ALL THAT APPLY)

Yes, a search was made to verify the item	1 (Go to Q. 3)
Yes, a search was made to locate the item	2 (Go to Q. 3)
No, did not need to verify or locate the item	3 (Go to Q. 3)
No, the request for the unverified item was referred elsewhere	4

2a. If you referred the ILL request elsewhere to verify it or to locate the item, where did you refer it? (PLEASE CIRCLE ONLY ONE)

Regional Library System	1
Sub-regional Library System	2
Library of Last Recourse	3
Automated Resource Sharing Network	4
Another library (specify type of library)____________________ ____	5
Other (please specify)__________________________	6

3. If you knew where the item was located or if you searched in your library to find out, then from where did you request the item and from where was it received? (CIRCLE ALL THAT APPLY)

	Sent Request	Received Item
Don't know	1	1
Regional Library System	2	2
Sub-regional Library System	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)__________________________	10	10

. How many times did YOUR LIBRARY request the item from a library or other source before the request was filled or referred elsewhere to locate and obtain the item? (INDICATE "DK" FOR DON'T KNOW)

______ times (DO NOT INCLUDE REFERRALS BY OTHER LIBRARIES)

5. How did your library send your REQUEST and how was the item RECEIVED? (CIRCLE ALL THAT APPLY)

	Request Sent	Item Received
Regular mail	1	1
Telephone	2	2
Delivery (van, truck, etc.)	3	3
ILL subsystem of OCLC	4	4
Telefacsimile	5	5
Electronic Bulletin Board (specify which one) ____________	6	6
Courier (e.g., UPS, Federal Express, taxi, etc.)	7	7
Other (please specify)____________	8	8

6. How soon did your patron need to receive the item?

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

7. How much time elapsed between when your library made the request and the time it took to receive this RECENTLY RECEIVED ITEM?

Less than one day .... 1 or ____________ days

8. How satisfied were you with the time it took to receive this RECENTLY REQUESTED item? (PLEASE CIRCLE APPROPRIATE NUMBER).

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

. Did your library pay for this RECENTLY RECEIVED item?

No. . . . . 1 Yes . . . . 2 If yes, how much did you pay? $____________

he next two questions below deal with a hypothetical situation in which no interlibrary borrowing is vailable. If this is the case, we would like to know how your library will satisfy the ILL request and ow much that alternative might cost your library and your requesting patron. Please answer the uestions to the best of your ability.

0. If no interlibrary loan system is available, what is the alternative you would choose for acquiring this item? (PLEASE CIRCLE ONLY ONE)

Would not pursue the request further . . . . 1 (Skip to Q. 12)

Purchase (subscribe to) the item . . . . 2 (Skip to Q. 11A)

Use document delivery service (e.g., UMI, local broker, etc.) . . . . . 3 (Skip to Q. 11A)

Print article online . . . . 4 (Skip to Q. 11A)

Have patron personally visit the nearest library which is likely to own the item in order to obtain and/or use it there . . . . 5 (Skip to Q. 11B)

Other (please specify)________________________ . . . 6 (Skip to Q. 11C)

lease estimate approximately how much the alternative source given above would cost your library nd patron and/or how much time would be required of your staff or the patron to use this alternative ource?

a. If you chose to purchase the item, use document delivery service, or print article online, please estimate the:

a. Price or cost of the item . . . . $__________

b. Processing request for item (staff time) . . . . _____ minutes

c. Technical and physical processing of item (staff time) . . . . . _____ minutes

d. Other (please specify)________________________ . . . $__________

Skip to Question 12

b. If the patron visited another library, please estimate the:

e. Travel to other library (patron time) . . . . _____ minutes

f. Non-resident fee (user cost) . . . . $__________

g. Other (e.g., transportation)________________________ . . . $__________

Skip to Question 12

estion 11 continued on next page

11c. Other

h. Cost $__________

i. Staff time _____ minutes

j. Patron time _____ minutes

MOST RECENT REFERRED REFERENCE REQUEST

12. If your library did not refer any reference requests to other libraries or cooperative services in the last year record a check here _____ and skip to Part 5. Otherwise, please indicate your best characterization of the MOST RECENTLY FILLED REFERRED REFERENCE REQUEST? (PLEASE CIRCLE ONLY ONE).

Manual searches	1
Online bibliographic searches	2
Online searches of other databases	3
CD-ROM searches	4
Research analysis with written report	5
Referral to companies, consultants, etc.	6
Other (please specify)____________________	7

13. To which source did you direct this MOST RECENTLY FULFILLED REFERENCE REQUEST and FROM WHERE DID YOU RECEIVE THE RESULTS?

	Request Sent	Results Received
Regional Library System	1	1
Sub-regional Library System	2	2
Automated Resource Sharing Network	3	3
Library of Last Recourse	4	4
Public library	5	5
College or university library	6	6
School library or media center	7	7
State institution library (e.g., state hospital, prison, etc.)	8	8
Special library (e.g., company, government agency, etc.)	9	9
Other (please specify)____________________	10	10

To how many libraries or other organizations did your library make the reference request before it was fulfilled? (INDICATE "DK" FOR DON'T KNOW).

____________ times

How did your library send your reference request and how was this response received? (CIRCLE ALL THAT APPLY).

	Request Sent	Response Received
Regular mail	1	1
Telephone	2	2
System delivery (van, truck, etc.)	3	3
Telefacsimile	4	4
Electronic Bulletin Board (specify which one) ____________________________ ...	5	5
Courier (e.g., UPS, Federal Express, taxi, etc.)	6	6
Other (please specify)____________________ ...	7	7

How soon did your patron need to receive the reference response?

No time requirement specified	1
Less than 2 days	2
2 - 5 days	3
6 - 10 days	4
Over 10 days	5

How much time elapsed between the time your library made the reference request and the time the response was received?

Less than one day .... 1 or _______ days

How satisfied were you with the time it took to receive the response? (PLEASE CIRCLE APPROPRIATE NUMBER)

ery atisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
	2	3	4	5

28. Please record any other comments you would like to make concerning your cooperative services, MBLC or related issues.

FURTHER STUDY PARTICIPATION

Please note that King Research intends to spend some time with several libraries to perform an in-house patron survey. Libraries will be randomly selected from those wishing to participate. The patron surveys will be used to establish general patron information which is projected to the entire State. Someone from King Research will spend one or two days in the participating libraries, handing out questionnaires. Results will be provided to participating libraries.

Under no circumstance will results be revealed for individual libraries. On the other hand, we will provide each participating library with norms for them to use as they see fit. Libraries with whom we have worked in the past have found such norms to be very useful in highlighting their strengths and weaknesses.

Please indicate your willingness to participate in the special study:

Our library wishes to participate in the patron survey No . . . 1 Yes . . . 2

THANK YOU FOR YOUR COOPERATION

LIBRARY
COST FINDING

1. How many reference referrals were done last year?

____

2. What proportion (%) of visits are made during week day hours (say 9:00 a.m. to 5:00 p.m.) vs evening hours and week-ends?

week day ____ %
evening/week ends ____ %

3. Salaries/wages of staff

Staff Member	Fringe Benefits	Annual Salary	or Hourly Wage

4. What fringe benefits are provided?

Pension/retirement YES NO

Life insurance YES NO

Health insurance YES NO

Other ____

____

5. What computer equipment and systems do you have, how much do they cost, and how are they used?

Equipment/Systems	Annual Cost ($)	Use(s) in Proportion (%)

6. What is the annual cost of the facilities?

$ ____________________________

DIAGRAM OF FLOOR SPACE

MASSACHUSETTS SURVEY OF LIBRARIES

Date:________

Time:________

Adult alone: ___

Adult w/child: ___

XXX Public Library

USER SURVEY

A study of libraries in Massachusetts is being conducted for the Massachusetts Board of Library Commissioners. This study is to help identify gaps, strengths and weaknesses in library services in Massachusetts and ways the services can be improved. Would you please take a few minutes and fill out this questionnaire? There are no right or wrong answers, just answer each question as best you can. If you have any questions or comments of your own, please feel free to include them at the end of the questionnaire.

We would like you to fill out the questionnaire before you leave today, if you can or as soon as possible. Leave the questionnaire at the circulation desk or with the surveyor. Otherwise, please send the questionnaire to King Research, in a postage-paid envelope provided by the surveyor.

1. Approximately how many times in the last 12 months have you visited the this library?

_____ total times

_____ times with a child (under 17 years of age)

2. How long did it take you to get to the library on this visit? ________ minutes

3. **What did YOU do on your visit to the library today and approximately how much time did YOU spend doing it? If you brought a child, indicate what they did or what you did for them.** ***(CIRCLE NUMBERS OF ALL THAT APPLY AND INDICATE TIME SPENT BY YOU)***

ACTIVITY	PERSON SURVEYED	CHILD	TIME SPENT (minutes)
Looked for a specific book, magazine, videotape or record to:			
Borrow/Renew	1	1	
Use or read in the library	2	2	
Browsed for a book, videotape, etc. to:			
Borrow/Renew	3	3	
Use or read in the library	4	4	
Used reference materials (e.g., encyclopedias, almanacs, directories, dictionaries, etc.)	5	5	
Asked a librarian for help in finding information	6	6	
Asked a librarian to conduct information or reference searches for me by:			
Looking through reference materials	7	7	
Online search of databases	8	8	
CD-ROM search	9	9	
Attended a special program	10	10	
Used special equipment or facilities:			
Photocopier	11	11	
Microcomputer/terminals	12	12	
CD-ROM equipment	13	13	
Microform reader/printers	14	14	
Audio equipment	17	17	
Video equipment	18	18	
For the hearing impaired	19	19	
For the visually impaired	20	20	
For the physically handicapped	21	21	
Study carrels	22	22	
Other (*please specify*)	23	23	

4. **If there were any services listed above that you previously did not know about, please list them below. Do you think you would use them now that you know about them?**

(PLEASE CIRCLE YES OR NO)

1. ______________________________ YES NO

2. ______________________________ YES NO

3. ______________________________ YES NO

4. ______________________________ YES NO

5. **When you came to the library were you looking for something specific?**

YES NO *(IF NO, SKIP TO QUESTION 7)*

5a. **What material were you looking for?**

MATERIAL/INFORMATION	CIRCLE ALL THAT APPLY
A specific book(s)	a
A specific magazine(s) or article(s)	b
Reference material	c
A specific videotape(s)	d
Audio tape(s), record(s), etc.	e
Other (*please specify*):	f

6. **Is there material or information that you wanted but did not find?**

YES NO *(IF NO, SKIP TO QUESTION 7)*

6a. Why did you not find it?

MATERIAL/INFORMATION	CIRCLE ALL THAT APPLY
Library does not own it	a
Item was not on shelf or not available	b
Did not know where to look	c
Other (*please specify*):	d

6b. Did you:

Check the card catalog? .... YES NO

Ask for help to find the material or information .... YES NO

6c. What is the result of your not finding the specific material or information in the library?

RESULTS	CIRCLE ALL THAT APPLY
Found equally useful material or information	a
Found acceptable, but less useful material or information	b
Left without material or information at all	c
An item was placed on reserve	d
An interlibrary loan request was made for me	e

6d. What will you do now to find what you were looking for and about how much will it cost you in time or money?

ACTION	CIRCLE ALL THAT APPLY	COST (Time/Money)
I will now go to another library	a	minutes
I will now go to another source for information	b	minutes
I will try to purchase the item	c	$
Other (*please specify*)	d	minutes $

7. If you were browsing and not looking for anything specific, did you find something of interest?

YES NO

8. Please rate from 1 to 5 how satisfied you are with the following aspects of the library where 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied. (PLEASE INDICATE "DK" FOR DON'T KNOW)

ITEM	RATING (1 - 5)
The library collection of:	
Books	
Magazines	
Reference materials	
Videos	
Audio tapes, records, etc.	
Other (*please specify*)	
The location of the library	
Parking	
The days and hours which the library is open	
The library facilities such as layout, building, seating, etc.	
The approachability and friendliness of the staff	
The library staff's ability to help you locate needed items and materials	

In this question we are trying to find out why people use libraries and how necessary libraries are to them. PLEASE INDICATE ALL OF THE WAYS THE INFORMATION OBTAINED ON THIS VISIT IS IMPORTANT TO YOU OR HOW THE INFORMATION HELPED YOU. (CIRCLE ALL THAT APPLY)

REASON(S) YOU USED THIS LIBRARY	USEFUL/ INTERESTING	ABSOLUTELY REQUIRED/ COULD NOT DO IT OTHERWISE	SAVED TIME OR MONEY	PERFORMED BETTER	COMPLETED MUCH FASTER
General recreational reading	1	2	3	4	5
To meet your personal information needs:					
Hobby (e.g., carpentry, needlework, etc.)	1	2	3	4	5
Solve day-to-day problems (e.g., travel, shopping, etc.)	1	2	3	4	5
Address a personal/family need (e.g. illness, alcohol/drug, job, etc.)	1	2	3	4	5
Keep up with news, politics, etc.	1	2	3	4	5
Culture or religion	1	2	3	4	5
Retirement planning	1	2	3	4	5
To meet your educational/training needs:					
Preschool (for child brought in)	1	2	3	4	5
School or college work (as a student)	1	2	3	4	5
School or college work (as a teacher)	1	2	3	4	5
Job-related (e.g., keep up with literature, development of job skills), Independent learning	1	2	3	4	5
To meet your work-related information needs involving:					
Science, engineering, etc.	1	2	3	4	5
Legal work	1	2	3	4	5
Accounting/finance	1	2	3	4	5
Administration/management	1	2	3	4	5
Sales/marketing	1	2	3	4	5
Other (*please specify*)	1	2	3	4	5
To meet other information needs (*please specify*)	1	2	3	4	5

10. How long did you stay at the library during this visit? ____ minutes

11. If you did not have any public or other library to use, what would you have done to get the material or information you obtained on THIS VISIT? (*CIRCLE ALL THAT APPLY.*)

ACTION	CIRCLE ALL THAT APPLY
Don't know	a
I would not get the material or information	b
I would buy the material or information Cost to you: ______ minutes $ ______	c
I would go to another source (e.g., lawyer, etc.) Cost to you: ______ minutes $ ______	d

12. In addition to this library, have you used any other libraries in the past year? If yes, how many times?

TYPE OF LIBRARY	CIRCLE ALL THAT APPLY	NUMBER OF TIMES
Other public library	a	
School library	b	
Academic library	c	
Organization (e.g., company library)	d	

13a. Do you live in this town/city? YES NO

13b. Do you work in this town/city? YES NO

13c. **If you do not LIVE OR WORK in this town/city, were you referred to this library by:**

Another librarian?	YES	NO
Another person?	YES	NO
An online catalog?	YES	NO
CD-ROM/catalog search	YES	NO

Please answer the following questions by circling the appropriate number. These answers will be used to analyze the information provided by all those filling in questionnaires. **(*CIRCLE ALL THAT APPLY*)**

14a. **Age:**

12 - 17	1
18 - 24	2
25 - 44	3
45 - 65	4
Over 65	5

14b. **Age of child:**

Under 6	1
6 - 11	2
12 - 17	3

15. **Sex:**

Male	1
Female	2

16. **Education (highest level achieved):**

Elementary	1
High School	2
University/College	3

17. **What describes your principal current work or life role:**

Student	1
Homemaker	2
Employed by:	
Small business (under 50 employees)	3
Other Company	4
Government Agency	5
University, school or other education-related organization	6
Other (*please specify*) ______________________________ ______________________________	7
Seeking Employment	8
Retired	9

18. **Are you registered to vote? YES NO**

19. **Do you have any further comments or suggestions about the library?**

____

____

____

____

____

THANK YOU FOR YOUR COOPERATION!!!!

APPENDIX B

"Non-resident Lending and Borrowing: 1977-1990" (MLA Conference)
"Chronology of Standard 6 Regarding Reciprocal Library Services"
"Lending To Your Neighbor" (MLA Conference)

NON-RESIDENT LENDING AND BORROWING: 1977 - 1990

(MLA Annual Conference, 5/7/91 - Roland R. Piggford)

Oral and written testimony at the "Forum Concerning the Library Fiscal Crisis", held at the Worcester Public Library on February 7, 1991, gave evidence of substantial statewide concern over the expanded but unreimbursed volume of non-resident lending activity throughout the Commonwealth. Support was voiced for the funding of this program through the mechanism currently authorized by statute (Chapter 78, Section 19A(4), M.G.L.) In some instances, testimony recommended that free non-resident lending as a requirement for the LIG and MEG grants be eliminated unless such reimbursements are forthcoming.

We now have available the non-resident lending data for FY1990, reported to us by the cities and towns in accordance with the provisions of Ch. 78, Sec.19B(7).

In order to give an historical perspective, we have compared certain 1990 data with data from the Agency's 1977 "Survey of Non-Resident Lending and Borrowing Activity in Massachusetts", the first large scale statewide examination of non-resident lending and borrowing.

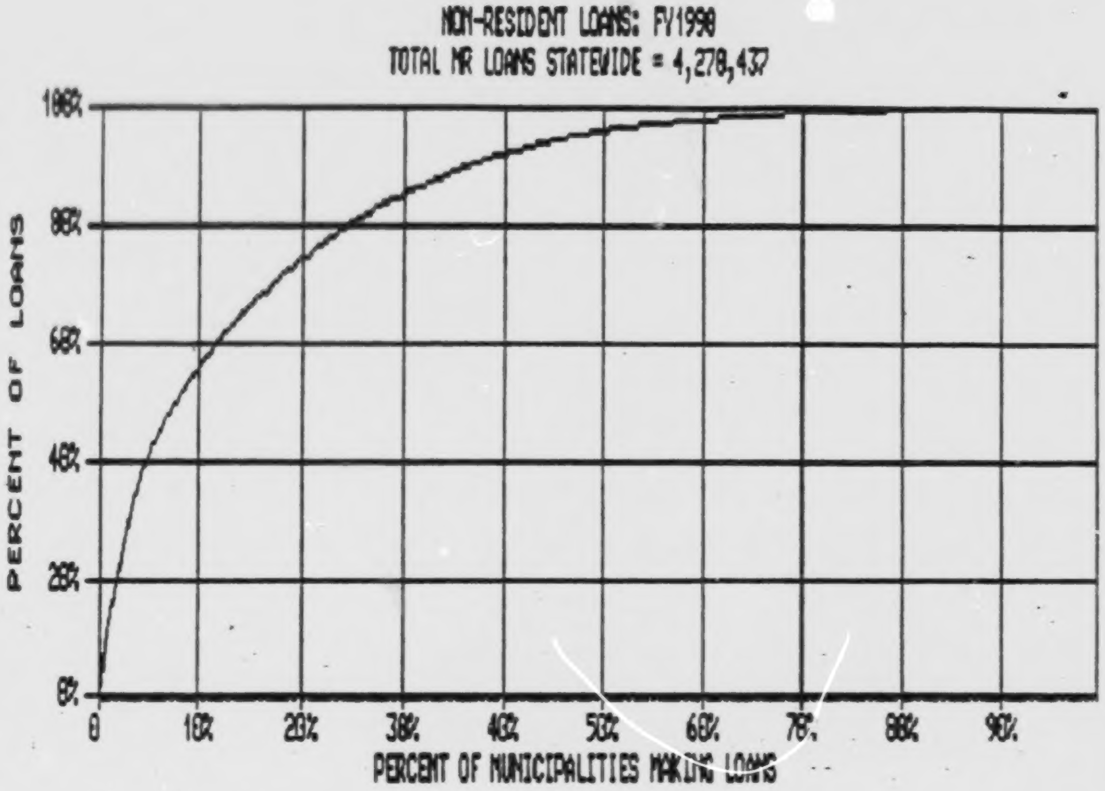
Please note that the 1990 non-resident loan figures were reported to us by the municipalities, and the 1977 figures were projected from sample data. The two universes are not identical, and the 1977 survey data are subject to the confidence levels and tolerances inherent in the sampling methodology. However, we consider these projections sufficiently accurate to provide a valuable point of reference in generalizing with regard to trends in non-resident lending and borrowing.

The complete 1977 Survey is over 150 pages. Interlibrary loan copies are available to anyone who is interested.

* * * * * * * * * * * * *

For 1990, 279 municipalities reported making a total of 4,270.437 loans to non-residents. This represented approximately 12% of total statewide circulation. It is over twice the projected non-resident circulation for 1977.

In terms of percentages, the non-resident loans were distributed as follows:



As the above curve indicates:

5% of municipalities account for 40% of non-resident loans

10% of municipalities account for 55% of non-resident loans

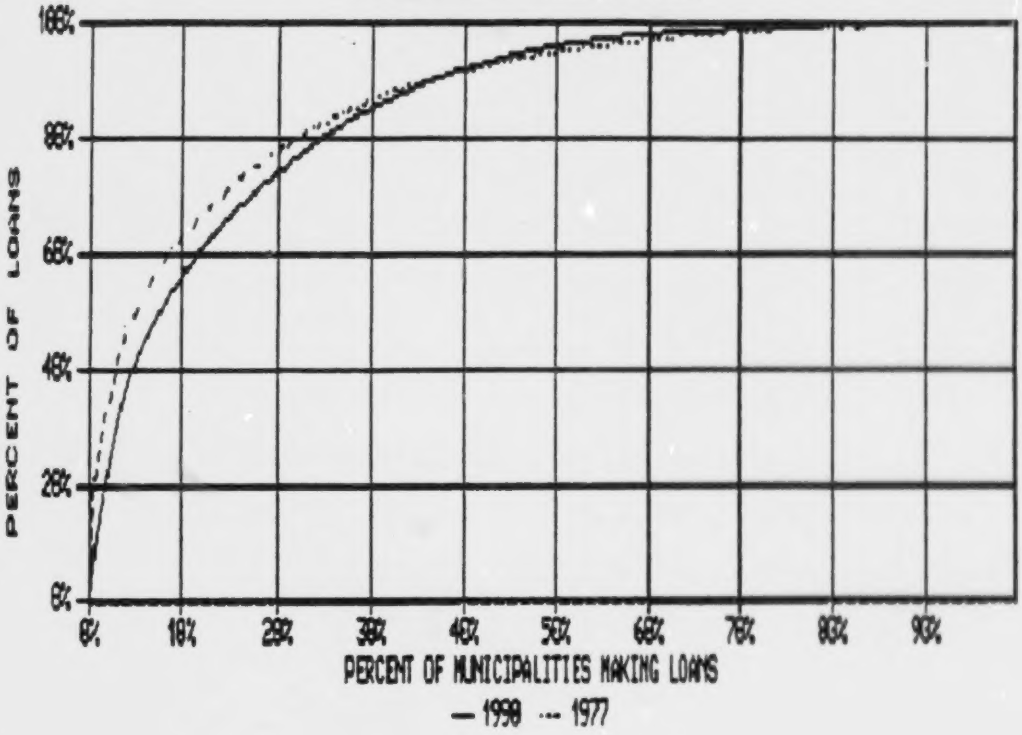
20% of municipalities account for 74% of non-resident loans

30% of municipalities account for 85% of non-resident loans

40% of municipalities account for 92% of non-resident loans

50% of municipalities account for 96% of non-resident loans

Non-resident lending increased from a projected total of 1,871,376 loans in 1977 to 4,270,437 in 1990. A comparison of the cumulative distribution of these loans reveals a "flattening out" of the distribution curve:


NON-RESIDENT LOANS: FY1977 & FY1990

The shift in distribution appears to be modest. Actually, it is quite significant:

PERCENT OF MUNICIPALITIES MAKING NON-RESIDENT LOANS	PERCENT OF NON-RESIDENT LOANS (1977)	PERCENT OF NON-RESIDENT LOANS (1990)
5%	50%	40%
10%	63%	55%
20%	78%	74%
30%	87%	85%
40%	92%	92%
50%	95%	96%

The distributions are, of course, dominated by the heavy lenders at the beginning of the curves. Following is a comparison of the three most active lenders for both periods:

	1977 NON-RESIDENT LOANS AS % OF STATE TOTAL ---->	CUMULATIVE		1990 NON-RESIDENT LOANS AS % OF STATE TOTAL ---->	CUMULATIVE
BOSTON	19%	19%	BOSTON	6%	6%
WORCESTER	8%	27%	SPRINGFIELD	5%	11%
SPRINGFIELD	4%	31%	FRAMINGHAM	3%	14%

In 1977, the 3 heaviest lenders (Boston, Worcester, Springfield) accounted for approximately 31% of all non-resident loans statewide. These 3 libraries were the headquarters libraries for the 3 Regional Systems. In 1990, the 3 heaviest lenders (Boston, Springfield, Framingham) accounted for only 14% of total non-resident loan activity. Only Boston is now a Regional System Headquarters Library (Springfield receives modest funding, approximately $35,000, to provide regional reference services).

The following compares the "Top Twenty" non-resident lending municipalities for FY1977 and FY1990:

1977 RANK	MUNICIPALITY	NON-RES CIRC	1990 RANK	MUNICIPALITY	NON-RES CIRC
*1	Boston	348.972	*1	Boston	253.467
*2	Worcester	144.976	*2	Springfield	203.257
*3	Springfield	68.484	3	Framingham	148.572
*4	Brookline	64.532	*4	Wellesley	135.000
*5	Wellesley	61,744	*5	Cambridge	130.915
*6	Fitchburg	56.992	*6	Worcester	128.742
7	Taunton	48,250	*7	Northampton	126.000
*8	Lexington	38.220	*8	Brookline	117.723
9	Hingham	37.400	*9	Andover	111,511
*10	Cambridge	33.852	*10	Lexington	109.522
*11	Northampton	31,760	*11	Amherst	90,662
12	Greenfield	31.720	*12	Fitchburg	79.091
*13	Andover	29.536	13	Danvers	65.504
14	Lynnfield	28.740	14	Concord	61.872
15	Salem	25.740	15	Palmer	59,048
16	Belmont	24.128	16	Auburn	56.305
17	Quincy	23,296	17	Chelmsford	54.282
18	Pittsfield	21.333	18	Barnstable	47.053
19	Marlborough	18.980	19	Milford	46.294
*20	Amherst	17.888	20	Newton	46.265
	Total NR Loans =	1.156.543		Total NR Loans =	2.071.085
	% of Statewide NR Volume (1.871.376) =	61.80%		% of Statewide NR Volume (4.270.437) =	48.50%

* Municipalities on Both Lists

Although total non-resident loan volume more than doubled (1.9 million to 4.3 million) between 1977 and 1990, the percentage of statewide volume handled by the 20 most active municipalities decreased from 61.8% in 1977 to 48.5% in 1990.

Of the 11 municipalities appearing on both lists, only Boston and Worcester show a decrease in non-resident lending:

COMPARISON OF "MOST ACTIVE" NON-RESIDENT LENDING COMMUNITIES
APPEARING ON BOTH LISTS (1977 AND 1990)

	MUNICIPALITY	1977 NON-RES CIRC	1990 NON-RES CIRC	INCREASE OR DECREASE 1977-90
1	Amherst	17,888	90,662	406.83%
2	Andover	29,536	111,511	277.54%
3	Boston	348,972	253,467	-27.37%
4	Brookline	64,532	117,723	82.43%
5	Cambridge	33,852	130,915	286.73%
6	Fitchburg	56,992	79,091	38.78%
7	Lexington	38,220	109,522	186.56%
8	Northampton	31,760	126,000	296.73%
9	Springfield	68,484	203,257	196.79%
10	Wellesley	61,744	135,000	118.64%
11	Worcester	144,976	128,742	-11.20%
	Total NR Loans =	896,956	1,485,890	65.66%
	% of Statewide NR Volume =	47.93%	34.79%	

* * * * *

Three very basic conclusions are obvious:

1. While statewide library circulation has remained virtually the same (35.9 million for 1977 vs. 36.6 million for 1990) non-resident lending has increased substantially;
2. Many more municipalities are significantly involved in providing loans to non-residents;
3. Non-resident lending has become the primary manifestation of resource sharing among the Commonwealth's public libraries.

What are the reasons for the increase in non-resident borrowing?

Certainly, publicity is a factor. Many more public library users are aware that the option is open to them. This leads to what is probably a more significant factor; i.e., much of this publicity was generated locally as justification for membership in one of the automated resource sharing networks. Newspaper accounts stressed the fact that the location and availability status of requested library materials could be immediately determined by library users, and we believe that much of the subsequent direct non-resident use is the result of bibliographic access provided through network participation.

In 1977, there were no automated resource sharing networks. There are now 9 with public library members. These networks are in varying stages of maturity. The following is a comparison of 1977 and 1990 data for the service areas of the 4 most mature of these networks in terms of length of operation (it includes data for municipalities reporting data for both 1977 and 1990):

DIRECT NON-RESIDENT LOAN VOLUME FOR LIBRARIES IN THE FOUR MOST MATURE NETWORKS 1977-1990

NETWORK	1977 PROJECTED VOLUME	1990 REPORTED VOLUME	INCREASE 1977 TO 1990	% CHANGE
CWMARS	462,586	1,239,989	777,403	168.06%
MINUTEMAN	186,055	729,914	543,859	292.31%
MERRIMACK VALLEY	85,384	289,260	203,876	238.78%
NORTH OF BOSTON	134,004	252,986	118,982	88.79%
TOTALS	868,029	2,512,149	1,644,120	189.41%
STATEWIDE	1,871,376	4,270,437	2,399,061	128.20%

In three of the four network service areas, the increase in non-resident lending has greatly exceeded the statewide increase. Of course, there is no statistical justification for attributing causality solely to network participation. Other factors undoubtedly have entered in, but there is certainly reason to believe that network participation has been a significant factor. It is certain also that the increase and dispersion of non-resident lending is not attributable to population increases or shifts. Of the networks listed in the preceding table, only the area covered by the Merrimack Valley Library Consortium has shown a modest increase in population during the 1980s. The other areas have shown decreases.

We need to know much more about the impact of network participation on the non-resident lending phenomenon. To this end, King Research has agreed to add to its patron survey questions designed to identify non-resident borrowers and determine their reasons for using public libraries other than their own. This may or may not yield sufficient responses to justify generalization inasmuch as the King patron survey is based on a sample of users, not a sample of non-resident users. However, at the very least it should serve as a guide for further inquiry.

If network membership is a factor in increasing and dispersing direct non-resident use, we can probably count on future expansion of such activity. A fully mature network is characterized by a program of cooperative collection development and an emphasis on access to materials rather than ownership of materials. This is a philosophy that ordains cooperative use and a resultant increase in the numbers that we see today. Non-resident use will increase in volume---and will be more widely distributed and more reciprocal in nature as networks mature and more libraries participate in them.

* * * * * * * *

REIMBURSEMENT FOR HEAVY NON-RESIDENT USE

The current reimbursement authorization is part of the general State Library Aid statute, M.G.L. Ch. 78, Sec. 19A (4), which states:

(4) in addition to the amounts (provided for the LIG and MEG grants), to each city or town whose library is designated a major nonresident lender by said board, an amount for the purpose of offsetting the costs of extending said service to nonresidents. Said amount shall be determined by said board by allocating the sum appropriated for this purpose according to criteria and formulae developed by said board in consultation with the regional public library systems established under section nineteen C.

The language would require us to set a threshold of eligibility which could be the total volume of loans, non-resident loans as a percentage of total circulation or a combination of both. It might also be argued that the language precludes reimbursement on a net lender basis in that it refers to "offsetting the costs of extending said service"; in other words, it should be based on the actual workload involved.

If reimbursements were made for all non-resident loans (and this would require a change in the statute) the reimbursement rate for FY1990 would be approximately 23 cents per transaction for each $1 million of appropriation.

If thresholds of eligibility were to be set involving both total non-resident loan volume and non-resident circulation as a percentage of total circulation, there are literally tens of thousands of possible combinations. The following should suffice to give a general picture of how such manipulations would affect reimbursement based on 1990 data. All reimbursement figures presume an appropriation of $1 million for that purpose. A $2 million appropriation would double the reimbursement figures, etc.

CRITERIA	NO. OF MUNICIPALITIES REIMBURSED	PER TRANSACTION REIMBURSEMENT	HIGHEST REIMBURSEMENT	LOWEST REIMBURSEMENT
All Reporting	279	$0.23	Boston ($59,493)	Douglas ($1.41)
Over 10,000 NR Loans or NR Loans over 10% of Total Circ	99	$0.26	Boston ($66,390)	Eastham ($2.632)
Over 20,000 NR Loans or NR Loans over 20% of Total Circ	60	$0.31	Boston ($77,793)	Leominster ($6.347)
Over 30,000 NR Loans or NR Loans over 30% of Total Circ	36	$0.38	Boston ($95,301)	South Hadley ($11,427)

Decreasing the number of those reimbursed from a maximum of 279 down to 36 would increase the per transaction reimbursement figure from $.23 to $.38.

The establishment of actual cost figures for reimbursement purposes is virtually impossible, given the variability of contributing costs (personnel, overhead, etc.) that would obtain from library to library. However, neither $.23 nor $.38 would seem to be adequate.

When we began lobbying for a reimbursement program some 5 or 6 years ago, we felt that a state appropriation of $1.5 million would provide adequate funds for the heavy non-resident lenders. Obviously, the appropriation requirement is now higher than that figure.

But compensation through the state aid format is not necessarily the only alternative. If it is made evident that network participation is an important factor in determining the extent of non-resident borrowing and the pattern of such borrowing, it may well be that direct state funding of a substantial portion of network operating expenditures would permit the networks themselves to provide reimbursements for both direct non-resident loans and interlibrary loans. This would permit non-public network members (private academics in particular) to receive such reimbursement, something that would be difficult for the State to do directly. This should not necessarily be considered a recommendation; it is simply to point out that there are reimbursement options other than that provided through the direct local aid format, although the use of any such options would require a change in the law.

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TO: Library Commissioners
FROM: John Ramsay, Head, Data Analysis & Research
DATE: October 25, 1990

Chronology of Standard 6 regarding Reciprocal Library Services

Massachusetts General Laws Chapter 78, Section 19b (6) states that in order to be certified for the Library Incentive Grant / Municipal Equalization Grant, public libraries are required to:

"Lend books to other libraries in the commonwealth and extend privileges to the holders of cards issued by other public libraries in the commonwealth on a reciprocal basis."

This section of the law is commonly referred to as Standard 6. The first part of the requirement refers to interlibrary loan. The section beginning with "extend privileges" is the part about which libraries are confused, and is the subject of this chronology.

The Regulations of the Massachusetts Board of Library Commissioners [605 CMR 4.01 (6)] have attempted to interpret this "reciprocal services section of the statute over many years. The following are some examples of these interpretations:

12/14/60 "any registered library borrower may borrow books through an inter-library loan arrangement from any public library accepting state aid." (6 a. of the 1960 Regulation)

8/9/61 "the expediting of inter-library lending through a system which would by-pass normal inter-library loan procedures. All public libraries accepting a state grant would, on a reciprocal basis and upon conformance with their local lending regulations, extend over-the-desk borrowing privileges to card holders of other libraries who seek a specific book or books and/or material on a specific subject and who present a special identification or courtesy card from the local library indicating that the requested book or material was not available at that source." (6 b. of the 1961 Regulation)

3/14/66 Added to the 8/9/61 revision another section, which stated that "Nothing in the above should be construed as preventing a library from charging non-resident borrowers' fees." (6 e. of the 1966 Regulation)

5/8/72 "All public libraries participating in the direct state grant program must be willing, on a reciprocal basis, to extend direct access and service to non-residents who are card holders in other libraries participating in the state grant program; i.e., the same library service and free borrowing privileges accorded to the residents of the municipality in which the library is located." (a proposed 1972 revision)

10/27/72 "All public libraries participating in the direct state aid grant program must be willing, on a reciprocal basis, to extend direct access and services to non-residents who are card holders in other libraries participating in the state grant program and on the same basis as accorded to residents of the municipality in which the library is located." (6 b. of the 1973 Regulation)

This 10/27/72 revision, passed by the Massachusetts Board of Library Commissioners on July 19, 1973, is the version in effect today. It also included a section 6c, which permitted a phase in period for the establishment of reciprocal borrowing arrangements between libraries and the elimination of non-resident borrowers' fees.

The September 1973 issue of the Newsletter of the Massachusetts Bureau of Library Extension (now the MBLC) defined for the library field the following:

1) "Direct access" - a service which a library may extend to individuals whereby non-residents enjoy the same library services and free borrowing privileges accorded to residents of the municipality in which the library is located.
2) "Reciprocal borrowing" - an intra-agency arrangement which makes it possible for a person holding a valid borrower's card at one of the participating libraries to borrow materials directly from any other participating library without using interlibrary loan mechanics and on the same basis as services given to the resident of the lending library.
3) "Books" - defined literally and does not include films, film strips, pictures, realia.

Finally, libraries were required to keep statistics on non-resident use so that the Board of Library Commissioners could review the amount of activity. The newsletter went on to say that "The Board plans to proceed with arrangements for compensating local public libraries whose library authorities can provide evidence that the libraries are contributing more than their local residents receive from other local public libraries."

Other libraries and library systems have developed and put into effect slightly different interpretations of Standard 6, restricting the services that must be provided on a "reciprocal basis." Examples include:

The Central Regional Advisory Council in May 1982 approved guidelines whereby:
1) libraries may give preference to residents in providing the following services - story hours and other children's programs, adult programs, and waiting lists for materials.

2) libraries may charge for services rendered to patrons who reside in communities that do not participate in the State Aid program.
3) non-resident patrons may be asked to use their home libraries for film and ILL service.

The Trustees of the Peabody Institute Library (Danvers) voted approval of a policy effective July 1, 1990 whereby the following services would be available to Danvers residents only: study rooms, public typewriters, public computers, museum passes, reserves on library materials, interlibrary loan services, and other services, such as story hours.

There are undoubtedly other cases across the Commonwealth where libraries are not providing the same access to services to non-residents that they are to their own residents.

Review, discussion and clarification of the reciprocal service section of Standard 6 is essential so that the requirement can indeed be standard in all libraries certified for the Library Incentive Grant / Municipal Equalization Grant.

May 15, 1991

MEMORANDUM

TO: BLC Staff

FROM: Dianne L. Carty

RE: MLA Session of May 7, 1991, entitled **Lending to Your Neighbor**

I have been asked (and I am pleased to do so) to distribute a copy of my remarks made during the MLA session entitled **Lending To Your Neighbor.**

Since May 7, I have received additional information from Connecticut and Rhode Island which I have incorporated in my remarks.

I will gladly respond to any questions or comments you may have regarding my presentation.

Reciprocity In Other States :
Remarks Made at the MLA Conference Session, Lending to Your Neighbor

As an outgrowth of a research project at the Board of Library Commissioners, I have compiled information regarding reciprocal borrowing in other states. I solicited information from twelve states and received responses from nine states. Today I am going to present to you a brief summary of how these states are responding to nonresident borrowing.

Both Pennsylvania and Michigan have instituted state-wide library card programs which are voluntary and require that participating libraries meet state aid standards. Connecticut has a state-wide library card program in which participation is required for state aid eligibility.

In Pennsylvania, the Access Pennsylvania program distributes the state cards through the patron's home library. If a person lives in a municipality without a library, then the individual may purchase a card at a library in a different system but is ineligible to participate in the state-wide program. Libraries in Pennsylvania are reimbursed at a uniform rate. However, if the nonresident borrowing exceeds 34% of the total circulation, a library may apply for additional funding.

In Michigan, the MICHICARD program also distributes cards through the patron's local library. Although Michigan law permits a library to charge nonresident fees, a patron using the MICHICARD is not assessed any fees. Participating libraries are not reimbursed for in-person nonresident transactions. A fund for replacing materials lost through the MICHICARD program was established because librarians feared that this program would result in more lost library items. Studies revealed however, that residents and nonresidents were an equal risk for losing library materials. After all public libraries have been given the opportunity to become involved in the MICHICARD program; academic, special, and finally school libraries (in that order) will be invited to join.

The Connecticard program is open to all public libraries and all but two participate. Patrons may use their local library card at any participating Connecticut public library. Reimbursement for the Connecticard is funded by the state legislature. Half of the appropriation is used to reimburse all loans and half is used to reimburse net plus loans. (A net plus loan is "the library services based on the number of items loaned, rendered to nonresidents of the town or towns normally served by such library in excess of the library service rendered to residents of such town by other libraries.") In order to receive money a library must reach a minimum of $10. Last year the unit value for all loans was $.12 and $.26 for net plus loans.

Illinois requires reciprocity as a condition of membership in a library system. All eighteen Illinois library systems have adopted an intersystem covenant which allows patrons of public library members to borrow in person from other Illinois public library system members using their local library card. Although the Illinois State library discourages reimbursement for reciprocal loans, three of the eighteen systems provide reimbursement to their members for in-person nonresident borrowing.

In Minnesota reciprocity is not required of its libraries. However, all of the twelve regional library systems have signed a compact for complete reciprocity, with only nine small libraries not participating. The reciprocal borrowing program applies only to books, but some local libraries have chosen to lend additional materials. At one point in the evolution of reciprocity compact in Minnesota, a bill requiring reciprocity for state aid eligibility was on the verge of being introduced. The threat of this bill caused the large metropolitan libraries of the twin cities (who had previously been against state-wide reciprocity), to voluntarily sign the compact rather than have complete reciprocity be required by legislation. These large libraries had feared that their collections would be denuded and that librarians would be deluged with patrons, but this has not happened. A budget was set aside for replacement of items lost in this program, but the actual cost of lost materials has been small. According to Al Lewis of Minnesota's Library Development and Services, one of the great benefits derived from this process of developing state-wide reciprocity has been the points scored by librarians with the legislators. The library community is seen as having put forth a tremendous cooperative effort in this voluntary program.

Universal Borrowing is California's system of reciprocal borrowing in which all public libraries may participate. The program requires that a participating library extend direct loan privileges to eligible borrowers of all other member public libraries. The California Library Services Board reimburses public libraries for the handling costs of the net loans when there is net imbalance. Reimbursement is not made for loans between members of cooperative library systems.

In North Carolina, Oklahoma, and Rhode Island there exists neither a state-wide card nor an official reciprocal borrowing program. Both Oklahoma and North Carolina rely upon cooperative library systems to meet the needs of their patrons. Oklahoma law allows for interlocal cooperation among governmental agencies, including libraries covered by this code. The Interlocal Article in North Carolina law authorizes the establishment of a "joint library" by two or more counties and/or municipalities. Currently there are fifteen joint libraries serving forty-nine counties in North Carolina. The members of these joint mergers (which are encouraged through state aid funding) remain independent, co-equal entities and share resources through a formalized regional library system.

Although reciprocity is not covered in the regulations for state aid, included in the publication Minimum Standards for Rhode Island Public Libraries, is a guideline which states that a library should provide without charge a library card to any state resident. In a rather solemn letter from Howard Boksenbaum of the Rhode Island Department of State Library Services, I was informed that "This year, the state's financial situation is so tight that there will be no grants-in-aid to municipalities for public library service...[we] are looking at a few years of threadbare survival before we are actually able to return to the provisions of the law."

Of the nine states I have mentioned: three (Michigan, Pennsylvania, and Connecticut), employ a state-wide library card program; three (Illinois, Minnesota and California), have a reciprocal borrowing mechanism in place; and three (North Carolina, Oklahoma, and Rhode Island), have neither. Of the six states with a program for reciprocity: three (Pennsylvania, Connecticut, and California), reimburse libraries for nonresident loans; two (Michigan and Minnesota) do not offer reimbursement; and one (Illinois), discourages reimbursement--although some of the regional systems provide reimbursement.

This has been just a brief look at how nine other states are handling reciprocal borrowing in their public libraries.

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MASSACHUSETTS SURVEY OF LIBRARIES

Date:__________
Time:__________
Adult alone: ___
Adult w/child: __

XXX Public Library

USER SURVEY

A study of libraries in Massachusetts is being conducted for the Massachusetts Board of Library Commissioners. This study is to help identify gaps, strengths and weaknesses in library services in Massachusetts and ways the services can be improved. Would you please take a few minutes and fill out this questionnaire? There are no right or wrong answers, just answer each question as best you can. If you have any questions or comments of your own, please feel free to include them at the end of the questionnaire.

We would like you to fill out the questionnaire before you leave today, if you can or as soon as possible. Leave the questionnaire at the circulation desk or with the surveyor. Otherwise, please send the questionnaire to King Research, in a postage-paid envelope provided by the surveyor.

1. Approximately how many times in the last 12 months have you visited the this library?

_____ total times

_____ times with a child (under 17 years of age)

2. How long did it take you to get to the library on this visit? ________ minutes

3. **What did YOU do on your visit to the library today and approximately how much time did YOU spend doing it? If you brought a child, indicate what they did or what you did for them. (*CIRCLE NUMBERS OF ALL THAT APPLY AND INDICATE TIME SPENT BY YOU*)**

ACTIVITY	PERSON SURVEYED	CHILD	TIME SPENT (minutes)
Looked for a specific book, magazine, videotape or record to:			
Borrow/Renew	1	1	
Use or read in the library	2	2	
Browsed for a book, videotape, etc. to:			
Borrow/Renew	3	3	
Use or read in the library	4	4	
Used reference materials (e.g., encyclopedias, almanacs, directories, dictionaries, etc.)	5	5	
Asked a librarian for help in finding information	6	6	
Asked a librarian to conduct information or reference searches for me by:			
Looking through reference materials	7	7	
Online search of databases	8	8	
CD-ROM search	9	9	
Attended a special program	10	10	
Used special equipment or facilities:			
Photocopier	11	11	
Microcomputer/terminals	12	12	
CD-ROM equipment	13	13	
Microform reader/printers	14	14	
Audio equipment	17	17	
Video equipment	18	18	
For the hearing impaired	19	19	
For the visually impaired	20	20	
For the physically handicapped	21	21	
Study carrels	22	22	
Other (*please specify*)	23	23	

4. If there were any services listed above that you previously did not know about, please list them below. Do you think you would use them now that you know about them?

(PLEASE CIRCLE YES OR NO)

1. ______________________________ YES NO

2. ______________________________ YES NO

3. ______________________________ YES NO

4. ______________________________ YES NO

5. When you came to the library were you looking for something specific?

YES NO *(IF NO, SKIP TO QUESTION 7)*

5a. What material were you looking for?

MATERIAL/INFORMATION	CIRCLE ALL THAT APPLY
A specific book(s)	a
A specific magazine(s) or article(s)	b
Reference material	c
A specific videotape(s)	d
Audio tape(s), record(s), etc.	e
Other (*please specify*):	f

6. Is there material or information that you wanted but did not find?

YES NO *(IF NO, SKIP TO QUESTION 7)*

6a. **Why did you not find it?**

MATERIAL/INFORMATION	CIRCLE ALL THAT APPLY
Library does not own it	a
Item was not on shelf or not available	b
Did not know where to look	c
Other (*please specify*):	d

6b. **Did you:**

Check the card catalog? . . . . YES N

Ask for help to find the material or information . . . . YES N

6c. **What is the result of your not finding the specific material or information in the library?**

RESULTS	CIRCLE ALL THAT APPLY
Found equally useful material or information	a
Found acceptable, but less useful material or information	b
Left without material or information at all	c
An item was placed on reserve	d
An interlibrary loan request was made for me	e

6d. What will you do now to find what you were looking for and about how much will it cost you in time or money?

ACTION	CIRCLE ALL THAT APPLY	COST (Time/Money)
I will now go to another library	a	minutes
I will now go to another source for information	b	minutes
I will try to purchase the item	c	$
Other (*please specify*)	d	minutes $

7. If you were browsing and not looking for anything specific, did you find something of interest?

YES NO

8. Please rate from 1 to 5 how satisfied you are with the following aspects of the library where 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied. (PLEASE INDICATE "DK" FOR DON'T KNOW)

ITEM	RATING (1 - 5)
The library collection of:	
Books	
Magazines	
Reference materials	
Videos	
Audio tapes, records, etc.	
Other (*please specify*)	
The location of the library	
Parking	
The days and hours which the library is open	
The library facilities such as layout, building, seating, etc.	
The approachability and friendliness of the staff	
The library staff's ability to help you locate needed items and materials	

In this question we are trying to find out why people use libraries and how necessary libraries are to them. PLEASE INDICATE ALL OF THE WAYS THE INFORMATION OBTAINED ON THIS VISIT IS IMPORTANT TO YOU OR HOW THE INFORMATION HELPED YOU. (CIRCLE ALL THAT APPLY)

REASON(S) YOU USED THIS LIBRARY	USEFUL/ INTERESTING	ABSOLUTELY REQUIRED/ COULD NOT DO IT OTHERWISE	SAVED TIME OR MONEY	PERFORMED BETTER	COMPLETED MUCH FASTER
General recreational reading	1	2	3	4	5
To meet your personal information needs:					
Hobby (e.g., carpentry, needlework, etc.)	1	2	3	4	5
Solve day-to-day problems (e.g., travel, shopping, etc.)	1	2	3	4	5
Address a personal/family need (e.g. illness, alcohol/drug, job, etc.)	1	2	3	4	5
Keep up with news, politics, etc.	1	2	3	4	5
Culture or religion	1	2	3	4	5
Retirement planning	1	2	3	4	5
To meet your educational/training needs:					
Preschool (for child brought in)	1	2	3	4	5
School or college work (as a student)	1	2	3	4	5
School or college work (as a teacher)	1	2	3	4	5
Job-related (e.g., keep up with literature, development of job skills), Independent learning	1	2	3	4	5
To meet your work-related information needs involving:					
Science, engineering, etc.	1	2	3	4	5
Legal work	1	2	3	4	5
Accounting/finance	1	2	3	4	5
Administration/management	1	2	3	4	5
Sales/marketing	1	2	3	4	5
Other (*please specify*)	1	2	3	4	5
To meet other information needs (*please specify*)	1	2	3	4	5

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10. How long did you stay at the library during this visit? ____ minutes

11. If you did not have any public or other library to use, what would you have done to get the material or information you obtained on THIS VISIT? (*CIRCLE ALL THAT APPLY.*)

ACTION	CIRCLE ALL THAT APPLY
Don't know	a
I would not get the material or information	b
I would buy the material or information Cost to you: _____ minutes $ _____	c
I would go to another source (e.g., lawyer, etc.) Cost to you: _____ minutes $ _____	d

12. In addition to this library, have you used any other libraries in the past year? If yes, how many times?

TYPE OF LIBRARY	CIRCLE ALL THAT APPLY	NUMBER OF TIMES
Other public library	a	
School library	b	
Academic library	c	
Organization (e.g., company library)	d	

13a. Do you live in this town/city? YES NO

13b. Do you work in this town/city? YES NO

13c. **If you do not LIVE OR WORK in this town/city, were you referred to this library by:**

Another librarian?	YES	NO
Another person?	YES	NO
An online catalog?	YES	NO
CD-ROM/catalog search	YES	NO

Please answer the following questions by circling the appropriate number. These answers will be used to analyze the information provided by all those filling in questionnaires. *(CIRCLE ALL THAT APPLY)*

14a. **Age:**

12 - 17	1
18 - 24	2
25 - 44	3
45 - 65	4
Over 65	5

14b. **Age of child:**

Under 6	1
6 - 11	2
12 - 17	3

15. **Sex:**

Male	1
Female	2

16. **Education (highest level achieved):**

Elementary	1
High School	2
University/College	3

17. **What describes your principal current work or life role:**

Student	1
Homemaker	2

Employed by:

Small business (under 50 employees)	3
Other Company	4
Government Agency	5
University, school or other education-related organization	6
Other (*please specify*)________________________ ________________________________ .	7
Seeking Employment	8
Retired	9

18. **Are you registered to vote? YES NO**

19. **Do you have any further comments or suggestions about the library?**

THANK YOU FOR YOUR COOPERATION!!!!

APPENDIX B

"Non-resident Lending and Borrowing: 1977-1990" (MLA Conference)
"Chronology of Standard 6 Regarding Reciprocal Library Services"
"Lending To Your Neighbor" (MLA Conference)

NON-RESIDENT LENDING AND BORROWING: 1977 - 1990

(MLA Annual Conference, 5/7/91 - Roland R. Piggford)

Oral and written testimony at the "Forum Concerning the Library Fiscal Crisis", held at the Worcester Public Library on February 7, 1991, gave evidence of substantial statewide concern over the expanded but unreimbursed volume of non-resident lending activity throughout the Commonwealth. Support was voiced for the funding of this program through the mechanism currently authorized by statute (Chapter 78, Section 19A(4), M.G.L.) In some instances, testimony recommended that free non-resident lending as a requirement for the LIG and MEG grants be eliminated unless such reimbursements are forthcoming.

We now have available the non-resident lending data for FY1990, reported to us by the cities and towns in accordance with the provisions of Ch. 78, Sec.19B(7).

In order to give an historical perspective, we have compared certain 1990 data with data from the Agency's 1977 "Survey of Non-Resident Lending and Borrowing Activity in Massachusetts", the first large scale statewide examination of non-resident lending and borrowing.

Please note that the 1990 non-resident loan figures were reported to us by the municipalities, and the 1977 figures were projected from sample data. The two universes are not identical, and the 1977 survey data are subject to the confidence levels and tolerances inherent in the sampling methodology. However, we consider these projections sufficiently accurate to provide a valuable point of reference in generalizing with regard to trends in non-resident lending and borrowing.

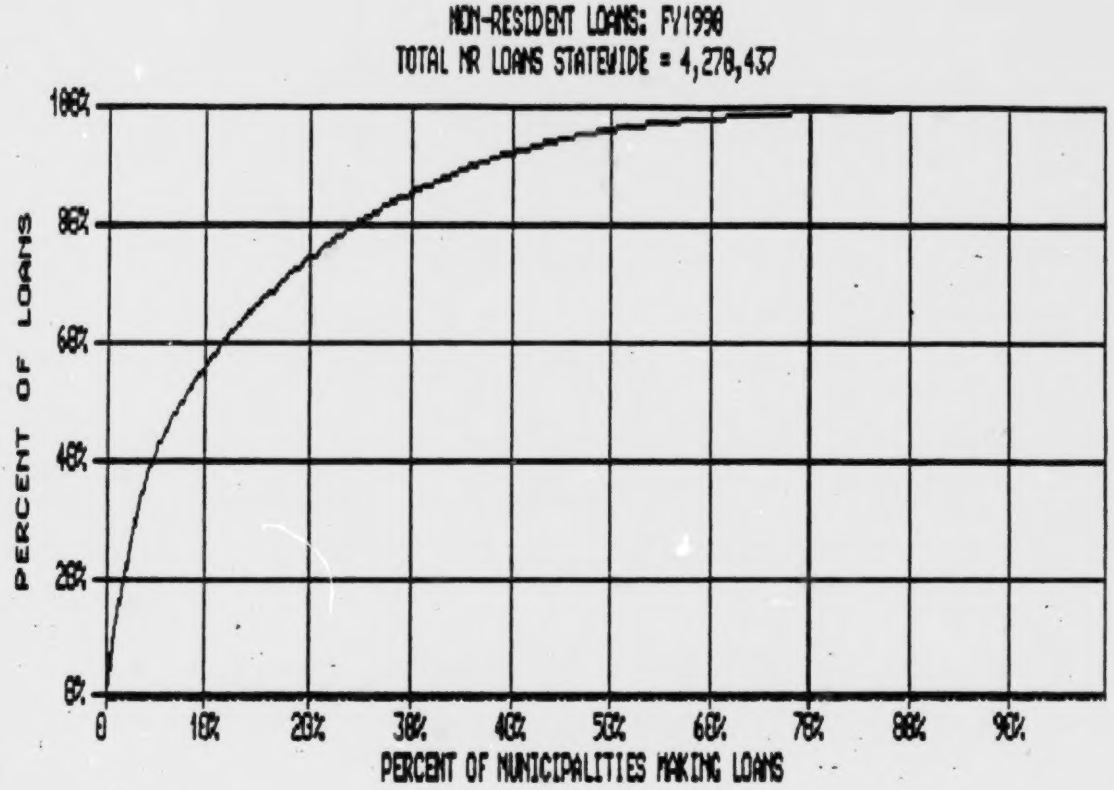
The complete 1977 Survey is over 150 pages. Interlibrary loan copies are available to anyone who is interested.

* * * * * * * * * * *

For 1990, 279 municipalities reported making a total of 4,270,437 loans to non-residents. This represented approximately 12% of total statewide circulation. It is over twice the projected non-resident circulation for 1977.

411

In terms of percentages, the non-resident loans were distributed as follows:



As the above curve indicates:

5% of municipalities account for 40% of non-resident loans

10% of municipalities account for 55% of non-resident loans

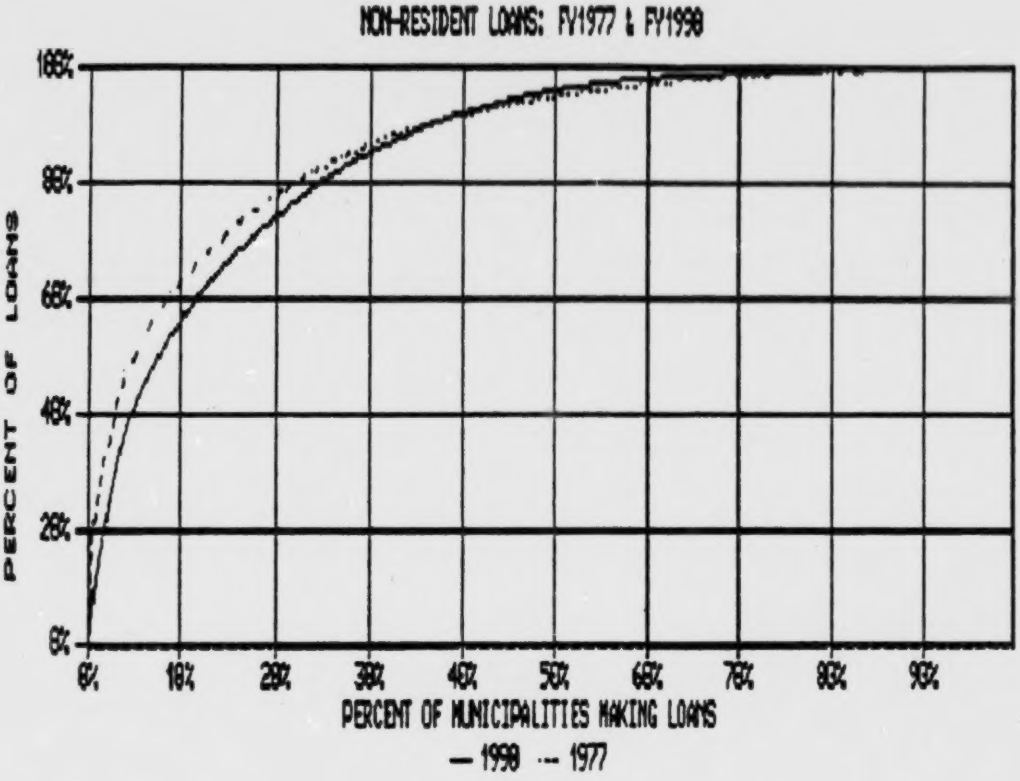
20% of municipalities account for 74% of non-resident loans

30% of municipalities account for 85% of non-resident loans

40% of municipalities account for 92% of non-resident loans

50% of municipalities account for 96% of non-resident loans

Non-resident lending increased from a projected total of 1,871,376 loans in 1977 to 4,270,437 in 1990. A comparison of the cumulative distribution of these loans reveals a "flattening out" of the distribution curve:



The shift in distribution appears to be modest. Actually, it is quite significant:

PERCENT OF MUNICIPALITIES MAKING NON-RESIDENT LOANS	PERCENT OF NON-RESIDENT LOANS (1977)	PERCENT OF NON-RESIDENT LOANS (1990)
5%	50%	40%
10%	63%	55%
20%	78%	74%
30%	87%	85%
40%	92%	92%
50%	95%	96%

The distributions are, of course, dominated by the heavy lenders at the beginning of the curves. Following is a comparison of the three most active lenders for both periods:

	1977 NON-RESIDENT LOANS AS % OF STATE TOTAL	---->CUMULATIVE		1990 NON-RESIDENT LOANS AS % OF STATE TOTAL	---->CUMULATIVE
BOSTON	19%	19%	BOSTON	6%	6%
WORCESTER	8%	27%	SPRINGFIELD	5%	11%
SPRINGFIELD	4%	31%	FRAMINGHAM	3%	14%

In 1977, the 3 heaviest lenders (Boston, Worcester, Springfield) accounted for approximately 31% of all non-resident loans statewide. These 3 libraries were the headquarters libraries for the 3 Regional Systems. In 1990, the 3 heaviest lenders (Boston, Springfield, Framingham) accounted for only 14% of total non-resident loan activity. Only Boston is now a Regional System Headquarters Library (Springfield receives modest funding, approximately $35,000, to provide regional reference services).

The following compares the "Top Twenty" non-resident lending municipalities for FY1977 and FY1990:

1977			1990		
RANK	MUNICIPALITY	NON-RES CIRC	RANK	MUNICIPALITY	NON-RES CIRC
*1	Boston	348,972	*1	Boston	253,467
*2	Worcester	144,976	*2	Springfield	203,257
*3	Springfield	68,484	3	Framingham	148,572
*4	Brookline	64,532	*4	Wellesley	135,000
*5	Wellesley	61,744	*5	Cambridge	130,915
*6	Fitchburg	56,992	*6	Worcester	128,742
7	Taunton	48,250	*7	Northampton	126,000
*8	Lexington	38,220	*8	Brookline	117,723
9	Hingham	37,400	*9	Andover	111,511
*10	Cambridge	33,852	*10	Lexington	109,522
*11	Northampton	31,760	*11	Amherst	90,662
12	Greenfield	31,720	*12	Fitchburg	79,091
*13	Andover	29,536	13	Danvers	65,504
14	Lynnfield	28,740	14	Concord	61,872
15	Salem	25,740	15	Palmer	59,048
16	Belmont	24,128	16	Auburn	56,305
17	Quincy	23,296	17	Chelmsford	54,282
18	Pittsfield	21,333	18	Barnstable	47,053
19	Marlborough	18,980	19	Milford	46,294
*20	Amherst	17,888	20	Newton	46,265
	Total NR Loans =	1,156,543		Total NR Loans =	2,071,085
	% of Statewide NR Volume (1,871,376) =	61.80%		% of Statewide NR Volume (4,270,437) =	48.50%

* Municipalities on Both Lists

Although total non-resident loan volume more than doubled (1.9 million to 4.3 million) between 1977 and 1990, the percentage of statewide volume handled by the 20 most active municipalities decreased from 61.8% in 1977 to 48.5% in 1990.

Of the 11 municipalities appearing on both lists, only Boston and Worcester show a decrease in non-resident lending:

COMPARISON OF "MOST ACTIVE" NON-RESIDENT LENDING COMMUNITIES APPEARING ON BOTH LISTS (1977 AND 1990)

	MUNICIPALITY	1977 NON-RES CIRC	1990 NON-RES CIRC	INCREASE OR DECREASE 1977-90
1	Amherst	17,888	90,662	406.83%
2	Andover	29,536	111,511	277.54%
3	Boston	348,972	253,467	-27.37%
4	Brookline	64,532	117,723	82.43%
5	Cambridge	33,852	130,915	286.73%
6	Fitchburg	56,992	79,091	38.78%
7	Lexington	38,220	109,522	186.56%
8	Northampton	31,760	126,000	296.73%
9	Springfield	68,484	203,257	196.79%
10	Wellesley	61,744	135,000	118.64%
11	Worcester	144,976	128,742	-11.20%
	Total NR Loans =	896,956	1,485,890	65.66%
	% of Statewide NR Volume =	47.93%	34.79%	

* * * * *

Three very basic conclusions are obvious:

1. While statewide library circulation has remained virtually the same (35.9 million for 1977 vs. 36.6 million for 1990) non-resident lending has increased substantially;
2. Many more municipalities are significantly involved in providing loans to non-residents;
3. Non-resident lending has become the primary manifestation of resource sharing among the Commonwealth's public libraries.

What are the reasons for the increase in non-resident borrowing?

Certainly, publicity is a factor. Many more public library users are aware that the option is open to them. This leads to what is probably a more significant factor; i.e., much of this publicity was generated locally as justification for membership in one of the automated resource sharing networks. Newspaper accounts stressed the fact that the location and availability status of requested library materials could be immediately determined by library users, and we believe that much of the subsequent direct non-resident use is the result of bibliographic access provided through network participation.

In 1977, there were no automated resource sharing networks. There are now 9 with public library members. These networks are in varying stages of maturity. The following is a comparison of 1977 and 1990 data for the service areas of the 4 most mature of these networks in terms of length of operation (it includes data for municipalities reporting data for both 1977 and 1990):

DIRECT NON-RESIDENT LOAN VOLUME FOR LIBRARIES IN THE FOUR MOST MATURE NETWORKS 1977-1990

NETWORK	1977 PROJECTED VOLUME	1990 REPORTED VOLUME	INCREASE 1977 TO 1990	% CHANGE
CWMARS	462.586	1,239.989	777.403	168.06%
MINUTEMAN	186,055	729,914	543,859	292.31%
MERRIMACK VALLEY	85.384	289,260	203.876	238.78%
NORTH OF BOSTON	134,004	252,986	118,982	88.79%
TOTALS	868,029	2,512,149	1,644,120	189.41%
STATEWIDE	1.871.376	4.270.437	2,399.061	128.20%

In three of the four network service areas, the increase in non-resident lending has greatly exceeded the statewide increase. Of course, there is no statistical justification for attributing causality solely to network participation. Other factors undoubtedly have entered in, but there is certainly reason to believe that network participation has been a significant factor. It is certain also that the increase and dispersion of non-resident lending is not attributable to population increases or shifts. Of the networks listed in the preceding table, only the area covered by the Merrimack Valley Library Consortium has shown a modest increase in population during the 1980s. The other areas have shown decreases.

We need to know much more about the impact of network participation on the non-resident lending phenomenon. To this end, King Research has agreed to add to its patron survey questions designed to identify non-resident borrowers and determine their reasons for using public libraries other than their own. This may or may not yield sufficient responses to justify generalization inasmuch as the King patron survey is based on a sample of users, not a sample of non-resident users. However, at the very least it should serve as a guide for further inquiry.

If network membership is a factor in increasing and dispersing direct non-resident use, we can probably count on future expansion of such activity. A fully mature network is characterized by a program of cooperative collection development and an emphasis on access to materials rather than ownership of materials. This is a philosophy that ordains cooperative use and a resultant increase in the numbers that we see today. Non-resident use will increase in volume---and will be more widely distributed and more reciprocal in nature as networks mature and more libraries participate in them.

* * * * * * * *

REIMBURSEMENT FOR HEAVY NON-RESIDENT USE

The current reimbursement authorization is part of the general State Library Aid statute, M.G.L. Ch. 78, Sec. 19A (4), which states:

(4) in addition to the amounts (provided for the LIG and MEG grants), to each city or town whose library is designated a major nonresident lender by said board, an amount for the purpose of offsetting the costs of extending said service to nonresidents. Said amount shall be determined by said board by allocating the sum appropriated for this purpose according to criteria and formulae developed by said board in consultation with the regional public library systems established under section nineteen C.

The language would require us to set a threshold of eligibility which could be the total volume of loans, non-resident loans as a percentage of total circulation or a combination of both. It might also be argued that the language precludes reimbursement on a net lender basis in that it refers to "offsetting the costs of extending said service"; in other words, it should be based on the actual workload involved.

If reimbursements were made for all non-resident loans (and this would require a change in the statute) the reimbursement rate for FY1990 would be approximately 23 cents per transaction for each $1 million of appropriation.

If thresholds of eligibility were to be set involving both total non-resident loan volume and non-resident circulation as a percentage of total circulation, there are literally tens of thousands of possible combinations. The following should suffice to give a general picture of how such manipulations would affect reimbursement based on 1990 data. All reimbursement figures presume an appropriation of $1 million for that purpose. A $2 million appropriation would double the reimbursement figures, etc.

CRITERIA	NO. OF MUNICIPALITIES REIMBURSED	PER TRANSACTION REIMBURSEMENT	HIGHEST REIMBURSEMENT	LOWEST REIMBURSEMENT
All Reporting	279	$0.23	Boston ($59,493)	Douglas ($1.41)
Over 10,000 NR Loans or NR Loans over 10% of Total Circ	99	$0.26	Boston ($66,390)	Eastham ($2,632)
Over 20,000 NR Loans or NR Loans over 20% of Total Circ	60	$0.31	Boston ($77,793)	Leominster ($6,347)
Over 30,000 NR Loans or NR Loans over 30% of Total Circ	36	$0.38	Boston ($95,301)	South Hadley ($11,427)

Decreasing the number of those reimbursed from a maximum of 279 down to 36 would increase the per transaction reimbursement figure from $.23 to $.38.

The establishment of actual cost figures for reimbursement purposes is virtually impossible, given the variability of contributing costs (personnel, overhead, etc.) that would obtain from library to library. However, neither $.23 nor $.38 would seem to be adequate.

When we began lobbying for a reimbursement program some 5 or 6 years ago, we felt that a state appropriation of $1.5 million would provide adequate funds for the heavy non-resident lenders. Obviously, the appropriation requirement is now higher than that figure.

But compensation through the state aid format is not necessarily the only alternative. If it is made evident that network participation is an important factor in determining the extent of non-resident borrowing and the pattern of such borrowing, it may well be that direct state funding of a substantial portion of network operating expenditures would permit the networks themselves to provide reimbursements for both direct non-resident loans and interlibrary loans. This would permit non-public network members (private academics in particular) to receive such reimbursement, something that would be difficult for the State to do directly. This should not necessarily be considered a recommendation; it is simply to point out that there are reimbursement options other than that provided through the direct local aid format, although the use of any such options would require a change in the law.

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TO: Library Commissioners
FROM: John Ramsay, Head, Data Analysis & Research
DATE: October 25, 1990

Chronology of Standard 6 regarding Reciprocal Library Services

Massachusetts General Laws Chapter 78, Section 19b (6) states that in order to be certified for the Library Incentive Grant / Municipal Equalization Grant, public libraries are required to:

"Lend books to other libraries in the commonwealth and extend privileges to the holders of cards issued by other public libraries in the commonwealth on a reciprocal basis."

This section of the law is commonly referred to as Standard 6. The first part of the requirement refers to interlibrary loan. The section beginning with "extend privileges" is the part about which libraries are confused, and is the subject of this chronology.

The Regulations of the Massachusetts Board of Library Commissioners [605 CMR 4.01 (6)] have attempted to interpret this "reciprocal services section of the statute over many years. The following are some examples of these interpretations:

12/14/60 "any registered library borrower may borrow books through an inter-library loan arrangement from any public library accepting state aid." (6 a. of the 1960 Regulation)

8/9/61 "the expediting of inter-library lending through a system which would by-pass normal inter-library loan procedures. All public libraries accepting a state grant would, on a reciprocal basis and upon conformance with their local lending regulations, extend over-the-desk borrowing privileges to card holders of other libraries who seek a specific book or books and/or material on a specific subject and who present a special identification or courtesy card from the local library indicating that the requested book or material was not available at that source." (6 b. of the 1961 Regulation)

3/14/66 Added to the 8/9/61 revision another section, which stated that "Nothing in the above should be construed as preventing a library from charging non-resident borrowers' fees." (6 e. of the 1966 Regulation)

5/8/72 "All public libraries participating in the direct state grant program must be willing, on a reciprocal basis, to extend direct access and service to non-residents who are card holders in other libraries participating in the state grant program; i.e., the same library service and free borrowing privileges accorded to the residents of the municipality in which the library is located." (a proposed 1972 revision)

10/27/72 "All public libraries participating in the direct state aid grant program must be willing, on a reciprocal basis, to extend direct access and services to non-residents who are card holders in other libraries participating in the state grant program and on the same basis as accorded to residents of the municipality in which the library is located." (6 b. of the 1973 Regulation)

This 10/27/72 revision, passed by the Massachusetts Board of Library Commissioners on July 19, 1973, is the version in effect today. It also included a section 6c, which permitted a phase in period for the establishment of reciprocal borrowing arrangements between libraries and the elimination of non-resident borrowers' fees.

The September 1973 issue of the Newsletter of the Massachusetts Bureau of Library Extension (now the MBLC) defined for the library field the following:

1) "Direct access" - a service which a library may extend to individuals whereby non-residents enjoy the same library services and free borrowing privileges accorded to residents of the municipality in which the library is located.
2) "Reciprocal borrowing" - an intra-agency arrangement which makes it possible for a person holding a valid borrower's card at one of the participating libraries to borrow materials directly from any other participating library without using interlibrary loan mechanics and on the same basis as services given to the resident of the lending library.
3) "Books" - defined literally and does not include films, film strips, pictures, realia.

Finally, libraries were required to keep statistics on non-resident use so that the Board of Library Commissioners could review the amount of activity. The newsletter went on to say that "The Board plans to proceed with arrangements for compensating local public libraries whose library authorities can provide evidence that the libraries are contributing more than their local residents receive from other local public libraries."

Other libraries and library systems have developed and put into effect slightly different interpretations of Standard 6, restricting the services that must be provided on a "reciprocal basis." Examples include:

The Central Regional Advisory Council in May 1982 approved guidelines whereby:
1) libraries may give preference to residents in providing the following services - story hours and other children's programs, adult programs, and waiting lists for materials.

2) libraries may charge for services rendered to patrons who reside in communities that do not participate in the State Aid program.
3) non-resident patrons may be asked to use their home libraries for film and ILL service.

The Trustees of the Peabody Institute Library (Danvers) voted approval of a policy effective July 1, 1990 whereby the following services would be available to Danvers residents only: study rooms, public typewriters, public computers, museum passes, reserves on library materials, interlibrary loan services, and other services, such as story hours.

There are undoubtedly other cases across the Commonwealth where libraries are not providing the same access to services to non-residents that they are to their own residents.

Review, discussion and clarification of the reciprocal service section of Standard 6 is essential so that the requirement can indeed be standard in all libraries certified for the Library Incentive Grant / Municipal Equalization Grant.

May 15, 1991

MEMORANDUM

TO: BLC Staff

FROM: Dianne L. Carty

RE: MLA Session of May 7, 1991, entitled **Lending to Your Neighbor**

I have been asked (and I am pleased to do so) to distribute a copy of my remarks made during the MLA session entitled **Lending To Your Neighbor.**

Since May 7, I have received additional information from Connecticut and Rhode Island which I have incorporated in my remarks.

I will gladly respond to any questions or comments you may have regarding my presentation.

Reciprocity In Other States : Remarks Made at the MLA Conference Session, Lending to Your Neighbor

As an outgrowth of a research project at the Board of Library Commissioners, I have compiled information regarding reciprocal borrowing in other states. I solicited information from twelve states and received responses from nine states. Today I am going to present to you a brief summary of how these states are responding to nonresident borrowing.

Both Pennsylvania and Michigan have instituted state-wide library card programs which are voluntary and require that participating libraries meet state aid standards. Connecticut has a state-wide library card program in which participation is required for state aid eligibility.

In Pennsylvania, the Access Pennsylvania program distributes the state cards through the patron's home library. If a person lives in a municipality without a library, then the individual may purchase a card at a library in a different system but is ineligible to participate in the state-wide program. Libraries in Pennsylvania are reimbursed at a uniform rate. However, if the nonresident borrowing exceeds 34% of the total circulation, a library may apply for additional funding.

In Michigan, the MICHICARD program also distributes cards through the patron's local library. Although Michigan law permits a library to charge nonresident fees, a patron using the MICHICARD is not assessed any fees. Participating libraries are not reimbursed for in-person nonresident transactions. A fund for replacing materials lost through the MICHICARD program was established because librarians feared that this program would result in more lost library items. Studies revealed however, that residents and nonresidents were an equal risk for losing library materials. After all public libraries have been given the opportunity to become involved in the MICHICARD program; academic, special, and finally school libraries (in that order) will be invited to join.

The Connecticard program is open to all public libraries and all but two participate. Patrons may use their local library card at any participating Connecticut public library. Reimbursement for the Connecticard is funded by the state legislature. Half of the appropriation is used to reimburse all loans and half is used to reimburse net plus loans. (A net plus loan is "the library services based on the number of items loaned, rendered to nonresidents of the town or towns normally served by such library in excess of the library service rendered to residents of such town by other libraries.") In order to receive money a library must reach a minimum of $10. Last year the unit value for all loans was $.12 and $.26 for net plus loans.

Illinois requires reciprocity as a condition of membership in a library system. All eighteen Illinois library systems have adopted an intersystem covenant which allows patrons of public library members to borrow in person from other Illinois public library system members using their local library card. Although the Illinois State library discourages reimbursement for reciprocal loans, three of the eighteen systems provide reimbursement to their members for in-person nonresident borrowing.

In Minnesota reciprocity is not required of its libraries. However, all of the twelve regional library systems have signed a compact for complete reciprocity, with only nine small libraries not participating. The reciprocal borrowing program applies only to books, but some local libraries have chosen to lend additional materials. At one point in the evolution of reciprocity compact in Minnesota, a bill requiring reciprocity for state aid eligibility was on the verge of being introduced. The threat of this bill caused the large metropolitan libraries of the twin cities (who had previously been against state-wide reciprocity), to voluntarily sign the compact rather than have complete reciprocity be required by legislation. These large libraries had feared that their collections would be denuded and that librarians would be deluged with patrons, but this has not happened. A budget was set aside for replacement of items lost in this program, but the actual cost of lost materials has been small. According to Al Lewis of Minnesota's Library Development and Services, one of the great benefits derived from this process of developing state-wide reciprocity has been the points scored by librarians with the legislators. The library community is seen as having put forth a tremendous cooperative effort in this voluntary program.

Universal Borrowing is California's system of reciprocal borrowing in which all public libraries may participate. The program requires that a participating library extend direct loan privileges to eligible borrowers of all other member public libraries. The California Library Services Board reimburses public libraries for the handling costs of the net loans when there is net imbalance. Reimbursement is not made for loans between members of cooperative library systems.

In North Carolina, Oklahoma, and Rhode Island there exists neither a state-wide card nor an official reciprocal borrowing program. Both Oklahoma and North Carolina rely upon cooperative library systems to meet the needs of their patrons. Oklahoma law allows for interlocal cooperation among governmental agencies, including libraries covered by this code. The Interlocal Article in North Carolina law authorizes the establishment of a "joint library" by two or more counties and/or municipalities. Currently there are fifteen joint libraries serving forty-nine counties in North Carolina. The members of these joint mergers (which are encouraged through state aid funding) remain independent, co-equal entities and share resources through a formalized regional library system.

Although reciprocity is not covered in the regulations for state aid, included in the publication Minimum Standards for Rhode Island Public Libraries, is a guideline which states that a library should provide without charge a library card to any state resident. In a rather solemn letter from Howard Boksenbaum of the Rhode Island Department of State Library Services, I was informed that "This year, the state's financial situation is so tight that there will be no grants-in-aid to municipalities for public library service...[we] are looking at a few years of threadbare survival before we are actually able to return to the provisions of the law."

Of the nine states I have mentioned: three (Michigan, Pennsylvania, and Connecticut), employ a state-wide library card program; three (Illinois, Minnesota and California), have a reciprocal borrowing mechanism in place; and three (North Carolina, Oklahoma, and Rhode Island), have neither. Of the six states with a program for reciprocity: three (Pennsylvania, Connecticut, and California), reimburse libraries for nonresident loans; two (Michigan and Minnesota) do not offer reimbursement; and one (Illinois), discourages reimbursement--although some of the regional systems provide reimbursement.

This has been just a brief look at how nine other states are handling reciprocal borrowing in their public libraries.

dlc
standards:mlarecip

APPENDIX C

Open Ended Responses

Input Output Survey

Question 24 - needs pf PATRONS

1. Interlibrary Loan
2. Reference
2. Increased A-V collection - video & audio tapes in a shared cooperative collection
4. Programs, lectures, etc.

DRAFT

Question 24 - needs of PATRONS

1009
Access to reference and information resources. Access to collections through delivery and bookmobile services.

1019
Access to greater number of materials-interlibrary loan. Paster service on ILL. Bibliographic information-subject coverage.

1059
Programs

1070
Inter-library loan. Reference.

1120
Access to specialized materials (videos,large print books,books on tape) which we can not afford and/or have no room to house. Timely access through ILL to materialize we do not own. Through cooperative purchasing, our ability to acquire more materials than we could afford.

1236
Access to Cd-Rom's such as InfoTrac,Dialog (possibly accessed through ABLE terminals). Cooperative rotating video collection. Cooperative rotating CD collection. Cooperative rotating books on tape collection.

1247
Alternative location of the items not available at home library. A telephone call to BPL Reference is much more efficient than the patron traveling to site.

1255
Buying of books.

1258
Interlibrary loan-1. Reference-2.

1262
Automated library network. Cooperative purchasing (plans already in place),EMRLs for supplies ,Southeastern Mass. libraries for books.

1332
ILL. Telephone reference.

216
Share databases for bibliographic searching and library holdings. Delivery service: Van and Fax. Access to Union Catolog/Union List of Serials in Mass. Include equipment.

Question 24 - needs pf PATRONS

211
Document delivery at low cost. Broader access to online databases.

207
Access to more teaching materials, given the constraints that we have financially-either through group bulk purchase, document delivery service, etc...

3021
Access to technical books and materials in other libraries. Access to on-line databases.

3087
Reference. Access to public library holdings. Database.

3125
Periodical articles. Books through ILL

3126
Compute on-line access. Computer card catolog.

3142
Access to information of Public library, Boston PL. Fax network capability. Open schools to access after school hours and summers. The network CD with public library reducing duplication electronically share data(collection) with public library and public. Share satellite program capabilities with local library.

3179
Automated union catolog of high school and public libraries.

3216
Specialized reference services.

3227
Full time staffing of the Junior and Senior highschool. Full or part time professional libraries for the three elementry schools (access). Adequate budget gor materials and equipment. Space for more microfiche readers and additional computer access.

3251
ILL for journals. ILL for books.

3272
Document delivery service in local area. on-line network to locate ILL sources locally.

3281
Once we get a computer system-online searches of databases.

6115

Question 24 - needs pf PATRONS

Broader range of material.
6156
Need information about location of books in other libraries.

432
A Fax machine to recieve articles quickly. Library-computerized file system to find, locate materials. Delivery system for books. Listing of libraries not in system, yet having special collections which they could use.

435
CD/ROM and online bibliographic searching. ILL too.

530
Statewide Database online fo monograph (health related) holdings.

6095
Full copy documents online. Tune efficiency in delivery.

412
1. Interlibrary loan.
2. Legal Interlibrary loan(law cases)
3. Video Programs
4. Programming

425
An occasional deposit of quality picture books would be well received. However, we really don't have enough books or staff to reciprocate on more than a very small scale.

427
1. Access to really current materials.
2. Access to a wide range of materials.

428
1. Circulating collection of video tapes for professionals and patients - recreational and educational.
2. Circulating collection of fiction and popular nonfiction for patient library.

440
1. The weekly borrowing of new & older books.
2. Inter-Library loans
3. Reference searches

522
Book Purchasing

Question 24 - needs pf PATRONS

538
Most Important - We deal mainly with journal article requests. Our system works quite well - but our needs are expanding, and many wished for "journals are not included in our lists and I have to go to New York Academy of Medicine. They ask $8.00 a request.

3054
ONLINE BIBLIOGRAPHIC SEARCHES

3056
SINCE WE ARE A PRIVATE SCHOOL THIS DIFFICULT TO ACHIEVE

3071
PATRONS WOULD BE ABLE TO:LOCATE MORE PRECISE INFORMATION, LOCATE APPROPRIATE INFORMATION QUICKLY, PERFORM MORE EXTENSIVE SEARCHES.

3118
SHARING OF SCIENCE MATERIALS, SHARING OF REFERENCE MATERIALS.

3122
ONLINE DATABASE, CD ROM SEARCHES.

3261
ARTICLES FROM PERIODICALS WE DON'T RECEIVE OR HAVE ON MICROFORM.

3268
ACCESS TO LARGER COLLECTIONS THAN OURS, BOTH BOOK AND PERIOICAL. AUTOMATED CATALOG FOR BETTER ACCESS TO OUR OWN COLLECTION BY PATRON.

3296
REFERENCE,ACQUISITIONS(BOOKS, PERIODICALS,VIDEOS)

3062
Document delivery:Copies of journal articles located through online database searches. Interlibrary networking with public library and its networks -terminal to access online public catolog and possible interlibrary loan. Interlibrary networking with other school libraries, possibly in some consortium.

3109
Interlibrary for school system.

3219
Fax (for reference questions). Coop. purchasing.

3233
Information on holdings and availability of books in other libraries. Ability to borrow on #1 through ILL delivery quickly.

3270

Question 24 - needs pf PATRONS

ILL- Magazine and journal articles through an area library which could be made available via Fax machine when urgent need is indicated. An OPAC which is to expensive for us right now but if we joined together with other libraries, it might be possible to achieve. Cooperative video bank.

3298
1. More resources.
2. Copying machine.

3033
Getting books for their needs that we so not carry (or other materials).

3246
Improved access through to our resource library sharing resources and other library resources. Fast access removal of physical barriers to retrieval of relevant information.

3079
We need a larger budget, more space and more assistance.

6112
1. Delivery of materials
2. Supplying of current sources
3. Supplying of materials not normally purchased by the law library
4. Supplying of large sets or older materials not able to be held at this library due to space constraints

525
1. Interlibrary loan

6142
1. Faster & more reliable delivery of ILL items via daily van service
2. Access to more on-line databases
3. Membership in regional systems would facilitate all kinds of interactions of potential benefit to current patrons and would increase referrals to us.
4. "Persuading" the large law school libraries to enter reciprocal ILL arrangement with TCLL

1001
Access to videocassettes on a timely basis.

Question 24 - needs pf PATRONS

1035
1. Bookmobile service (borrowing books, audiocassettes from region)
2. AV--video and films
3. ILL
4. Reference

1051
On-line catalog or marcfiche

1053
1. Automated requesting and rapid delivery of needed books, magazine articles and other library materials not available--for whatever reason--at patron's customary library.

1066
1. Access to holdings of networks other than MVLC
2. Convenient source ofin-depth information on businesses

1079
1. Access to more specialized library materials and info
2. Faster response to ILL requests
3. More sharing of reference materials--esp. using fax machines.
4. Improvement of R & R at other libraries thereby lessening load on Danvers.
5. Delivery services to Elderly Housing Complexes
6. Access to media--specialized and/or expensive

1088
1. Large print books
2. Regular print mystery books

1089
ILL, Reference

1090
Better reference service
Magazine articles
More copies of bestsellers
Up-to-date non-fiction

1093
1. Bookmobile
    1. Large print-Adult
    2. Audio tapes-Adult
    3. Fiction-Adult & children
2. Interlibrary loan
3. Delivery service for interlibrary loan

Question 24 - needs pf PATRONS

1118
1. Access to more current titles. With budget restraints we can't buy as much but also can't ILL new titles either.
2. On-line access to more indexes & bibliographic tools. We can get specifics for a patron but it's not the same as them looking at all the citations themselves.
3. Faster access to periodical requests (this is better now with FAX)

1138
In a very small library--so we have many requests to be referred to larger libraries
1. ILL
2. Patrons able to use other libraries
3. Bookmobile

1203
-Better access to other library collections through ILL on C/W MARS by 1) ILL done electronically using local library equipment & 2) enough ports to allow dial up lib. to keep C/W MARS up all day
-Provision of regional CD Rom network
-Serials union list of regional libraries

1221
1. ILL
2. Books on Tape

1241
1. Programming
2. Transportation

1269
1. Referral for all reference questions we can't handle.

1304
1. Information (on medical, health interests, financial, consumer, etc.)--ACCESS to databases.
2. Curriculum support material for public schools.--FASTER ILL.
3. Recreational reading--Cooperative materials selection of current publications.

1324
Free access to other libraries--in person
Extensive collections
Skilled, informed librarians
Bibliographic tools

1340
1. CD ROM sharing
2. Programming for adults and children
3. Museum membership passes

Question 24 - needs pf PATRONS

1342
Interlibrary loan (1)
Bookmobile
Deposit collections--videocassettes, audiocassettes

1043
1. ILL/Reference
2. Cooperative catalog searches
3. Cooperative purchases of non-print materials
4. Central acquisitions
5. Cooperative buying program
6. Shared on-line database purchases/CD ROM

1142
Access to broader range of materials and expertise.

1163
Finding requested materials references

1172
State Wine Card Funder.
Cluster(s) Access
ILL
Reference

1259
Knowing availability of books in other libraries

1351
1- Access to articles from periodicals, such as would be available through a CD Rom hook-up or FAX machine

1312
1. Access to materials
2. Delivery of those materials to patron's local library
3. Improved periodical/journal location, retrieval, and delivery
4. Reference support

213
On-line searches of data-base-1
ILL service-1

226
3. FAX Documentation
2. Book delivery
1. Computer info searching

230
PAC access to other networks

Question 24 - needs pf PATRONS

233
Item location
Document delivery

1028
1. Interlibrary loan
2. Reference

1048
Reference and referral for materials

1075
Resource sharing-2
Deliver service-Van-1

1099
1. Reference (Have)
2. ILL (Have)

1141
2-Quicker response time for ILL (e.g. daily delivery)
1-Reference
1-Access to Eastern Regional data bases since we are bordering the Eastern region & many patrons work/drive that way

1149
1. Access to a larger collection than we can afford to offer (Bookmobile)
2. Large print books
3. Books on tape
4. 16mm films
5. Professional support & advice
6. ILL

1155
ILL-1

1171
ILL book borrowing

1179
2. CD collection
1. Larger audiocassette collection

1205
ILL
Van delivery & pick-up
Bookmobile
Video deposit collection
Children's consultant services
Regional consultant services & education (e.g., on how to apply for a grant)

Question 24 - needs pf PATRONS

Audio (B-V-T) deposit collection

1208
1. Strengthened regional bookmobile collections
2. Large print books purchase
3. Videocassette purchases
4. Audiocassette purchases
5. Compact disc purchases

1222
1. Interlibrary loan
2. Delivery
3. Access to Databases
4. Reference

1229
1. Collection development
2. Reference service
3. Programming for adults

1239
ILL - 1
Video circuit - 2
Audio book circuit - 3
Large print book service - 4
Videos with performance rights - 5
Story tellers - 6

1250
Resource sharing of:
   Compact discs
   Large print
   Audio tapes
   Professional staff

1306
Our Regional System does a terrific job in helping us to meet patron needs.

1334
5. Revolving collections (deposit, on loan, etc.) of Compact discs, and books-on-tape, how-to videos
4. Access to assorted reference tools on database (Academic Ency, PDR, etc.)
3. Online database searching, access to full text
2. Use of Infotrac, paying for service cooperatively, rather than individually
1. Access to up-to-date reference collection, especially business materials, even print editions. Costs are too high for average library to buy many items on annual basis.

Question 24 - needs pf PATRONS

1344
Literacy - ESL program
Public Address Catalogs
ILL

206
1. resource (collection) sharing
2. document delivery

210
1. Online access to catalogs of other area libraries
2. Access to electronic bibliographic databases through a network
3. Speedy document delivery

216
1. Shared databases for bibliographic searching and library holdings.
2. Delivery Service: Van and FAX
3. Access to Union Catalog/Union List of Serials in Mass. Include equipment.

1361
Bookmobile - collections on loan (books, videotapes, large print, spoken word books)
Interlibrary loans
Summer Reading Programs
Telephone reference support
Films

1310
1. Access to magazine articles
2. Access to on-line databases

1288
1. Our patrons cannot be limited to the 40,000 volumes this facility contains, we need to have informed access to better equipped collections but we cannot afford the annual $1,000 fee - the size of my entire building maintenance budget - for dial-up access. The number of people in this town and the amount of use would not add up to the cost of that annual fee. Thi is where such service is not cost-effective for all libraries even though the small library is most in need of such service.

1275
Collection development
Services programming

1177
The money distributed by the state for regional services should be used more efficiently so that we can receive information quickly. for example fax machines. Our fax machine is paid for totally by a local appropriation and many libraries do not have one because of

costs.

1175
1. In-depth business and investment reference
2. Access to older periodicals on microform
3. Access to various data bases

1133
Shared resources

1064
Online databases (esp. business & medical & legal info) (also other subjects where current info is important)

1061
Reference
Materials
Programming
Equipment

1023
Cooperative Purchasing
Public Relations
Outreach
ILL
Delivery

1034
1. To be able to share collections via ABLE
2. Speakers for adult programs

1150
1. Access to more titles than this library can provide
2. Reference services

1199
Rotating collections of audiocassettes and video
Rotating collections of books on tape

1202
Access by Milford library to other network databases
Patron access to C/W MARS from home via modem

1214
1. Cooperative collection development - AV, encl. videos, books on tape
2. Cooperative collection development - print
3. Cooperative purchasing

Question 24 - needs pf PATRONS

1224
1. Speedy requests filled
2. Availability
3. Automated circulation

1337
ILL - Books, articles, manual searches, online searches, referred reference requests, AV collection

1350
1. ILL
2. Bookmobile
3. Telephone Reference

1370
1. Access to more books
2. Faster access

229
1 = Full access to journal articles needed in research

3018
Interlibrary loan access

540
User friendly online bibliographic services
Microcomputer training

215
Quick access to periodicals not owned by library
ERIC reports
On-line searching
CD-ROM searching

3034
Research - tho our research needs are usually filled in our own library
Automated catalog

3114
books
computer online access

3202
Availability of more sources

1016
1.Interlibrary loan
2.Reference
3.Deposit collections (videos, cds,cassettes)

Question 24 - needs pf PATRONS

1135

ILL
Reference

1186
Borrowing/ILL
Reference

1192
1.Interlibrary Loan
2.Reference Information

1194
1. Information on where to find items
2. Delivery of items

1264
1. Inter-library loan
2. More esoteric reference service
3. Access to specialized collections

1295
ILL
Ready reference

1303
ILL

1355
1. Access to more titles

536
1. Speed in receiving required materials
2. Access to more materials in same geographic area.

6075
1. Shared journal purchases
2. Inexpensive fax photocopy delivery service
3. Open access to other libraries

1119
1. Academic
2. Technological
3. Cultural
4. Recreational

Question 24 - needs pf PATRONS

1279
1. Books we don't have
2. Articles (photocopies) that we don't have
3. Reference service (using materials that we don't have)
4. Knowing which local libraries have the material our patrons want

1317
Bookmobile

1341
Locating titles
Obtaining titles - ILL
Reference Service
Circulation Control

1347
1. A more flexible, reliable response to reference questions that can't be handled on local level
2. Training for staff

1363
Efficient access to info via recent technology
Access to programs e.g. GED prep classes, resume preparation

204
My overriding concerns continue to be: 1. materials funding and 2. adequate staffing. MCCLPHEI, a non-profit organization comprised of the 29 directors of libraries/learning resource centers in public higher education, works to achieve adequate state support for libraries. In FY '90 and FY '91 we ranked 51st in the nation for materials support in higher public education libraries...shameful.

228
1. Access to public library holdings
2. Access to other area college holdings

294
My overriding concerns continue to be: 1. materials funding and 2. adequate staffing. MCCLPHEI, a non-profit organization comprised of the 29 directors of libraries/learning resource centers in public higher education, works to acheive adequate state support for libraries. In FY '90 and FY '91 we ranked 51st in the nation for materials support in higher public education libraries...shameful.

3025
Regional Library System 4
Mass. Board of Library Commissioners

Question 24 - needs pf PATRONS

3047
As a school librarian, I visit our public library 2-4 time/month & use their regional ILL services when necessary. Very satisfied.

3049
If cooperative services were used in schools then materials should be primarilyin curriculum areas. Other schools would probably be reluctant to share.
1. Curriculum support - books & materials
2. Periodical backup - access of periodicals we don't have

3095
1. Access to online bibliographic databases.
2. Participate in a formal interlibrary loan network with school and public libraries.

3139
1. Interlibrary loans from larger collections

3140
Computerized Library Management System
Cooperative Cataloging
Networking

3147
Periodicals search & lending

3188
1- Periodical index search
2- College card catalog

3190
magazine - Fax

3226
ERIC Search capabilities

3244
1. Access to other materials
2. Access to more sophisticated ref. collection
3. Source for answers to difficult ref. questions

3252
NA
- Our patrons do use the Minuteman regional network at Concord Public Library

3256
Faster ILL access

3287

Question 24 - needs pf PATRONS

Quick access to materials

3294
Ability to return books to any library in a system.

406
Regional Library Cooperation & Delivery
Computer Access to Reg. Lib.
Union List Within Inst Libraries
Union List Regional System

407
NA

415
1. Access to a more varied collection, greater selection.
2. Access to complete discs and videos

419
Computer Searches

528
Automated access to books (esp. health sciences, management and computer related materials)
Faster service from BPL would be a big step forward. While the ref. personnel are very nice and helpful, the ILL service is too slow for use by a health sciences library where patient care needs must be met very quickly -

6019
Filling ILL Requests

1002
1. Access to a greater selection of materials
2. Daily delivery of materials borrowed from other libraries

1011
1. Better List of Serials owned in the area
2. Access to online data bases

1024
New books
Nonprint materials
Increase delivery service

1025
1. Access to Information
2. Shared resources
3. Prompt Delivery
4. Shared cataloging

1031

Question 24 - needs pf PATRONS

Library Materials

1057

Access to external databases from local terminal (cost shared)
Program development
Services to special populations (shared or rotating collections)

1091
We are a coop

1109
1. Interlibrary loans
2. Reference referal

1116
Automated Sharing
1. We have only a few large print readers so our purchased materials become dated soon - would supply us with more materials
2. Material available when school projects tap out our own resources
3. Expanded pool to draw from

1117
Automated Sharing
1. We have only a few large print readers so our purchased materials become dated soon - would supply us with more materials
2. Material available when school projects tap our our own resources
3. Expanded pool to draw from

1125
- Fulfillment of request which wouldn't normally be possible because of money constraints.
- Better use of money - goes further

1151
1. Access to materials - Rapid, accurate location of desired materials
2. Access to materials - Delviery to home base - same day
3. Access to materials - System- (or state-) wide library "credit card" for direct use at other libraries

Question 24 - needs pf PATRONS

1154
1. Ready access to current information whether they're looking for directions on building furniture, repairing a car, or information on Kuwait.
2. A broader range of information on assigned topics for Jr. High and H.S. Students.
3. More children's programming
4. More immediate access to "best-seller" materials
5. More Audio and Video cassette titles from which to choose

1174
1. Access to materials (data base & delivery)
2. High quality data base to search/use
3. Access to better Reference collection than small library can provide
4. Access to on-line reference sources
5. Access to CD-Rom sources

1187
1. Acquiring materials (in all formats) not owned by the library
2. Obtaining information not contained in our reference sources
3. Deposit collections of foreign language books and popular materials in all formats.

1. Public Access to holdings lists of member libraries
2. Faster ILL and more frequent delivery
3. Common library card instead of one for each library visited

1197
1. Bookmobile service
2. Delivery Van service for ILL

1209
ILL requests
Reference requests

1215
1) Online access to needed library materials.
2) Timely delivery of needed library materials.
3) Online, or offline if updated frequently, access to periodical indexes such as Infotrac.

1238
1. Access to books & other material not locally owned
2. Rapid delivery of this material
    1. Physical delivery 2-3 days
    2. Fax in more libraries

Question 24 - needs pf PATRONS

1245
1. Public access terminals (PAC)
2. Public access to micros (CD ROM etc.)
3. Access to online databases (esp. business)
4. Better ILL services
5. More cooperative collection development (rotating collections etc.)

1283
1. Better access to newspaper & magazine articles
2. Direct access by patrons to reference services in larger libraries

1285
1. Bookmobile
2. ILL
3. Reference

1301
1. Access to materials not owned here
2. Access to information not here or not current here
3. Greater variety (thru Bookmobile, Deposit collections & co-op exchanges)

1302
Reference
Books

1046
1 - Variety of materials

1143
Civic (Video Circ.)
Depository services to supplement collection
ILL/Delivery
Coop Cataloging
Outreach

1148
Any expansion and/or improvement of interlibrary loaning would be beneficial.

1228
1 - Telephone Reference Line

1260
1. ILL is the most important service helped by a co-operative service.
2. Public access computers relating to shared materials sources.

Question 24 - needs pf PATRONS

1267
1. Bookmobile collection
1. Inter-library loan
1. Children's programming support

1272
More computer access w/other libraries for ILL requests - we are a dial-up, need to be on-line & connot afford it.

1273
Research material
Fiction
Videos

1330
Computer ILL

1354
1 = More frequent delivery of ILL materials
2 = Access to info databases (Dialog)
3 = Access (on-line) to databases in other networks
4 = Access to documents by FAX from other libraries

1006
(1) Access to on-line and CD-Rom databases - available nearby at Springfield City Library
(2) Access to genealogy - more complex sources and searches - available nearby at Springfield City Library
(3) More support to Springfield City Library to serve as library of last recourse in Western Mass. area.

1033
speedy delivery within Minuteman Library Network

1044
1. Interlibrary Loan
2. Consultants Services -> Childran's Programs
3. Print shop service

1049
1 = document delivery (includes fax)
2 = reference line (toll free # for libraries & patrons)
3 = deposit collections

1054
These are equally important
1. Access to specific materials we don't own
2. Supplemental library materials (Bookmobile)
3. Delivery Van

Question 24 - needs pf PATRONS

1081
Instructional videos
Specialty magazines
Market research books
Consumer information not covered by Consumer Reports or Consumers Research

1223
(1) Document delivery in speedy & accurate manner
(2) Ability to reserve books in all regional member libraries & request delivery
(3) Ability to erserve at all libraries by phone - & request delivery to any point
(4) Ability to reserve materials by phone at any of member libraries

1244
ILL - 1
Delivery - 2
Reference - 3
AV - 4
Deposit Collection - 5

1246
Wider range of literature
Wider range of reference materials
Wider range of periodicals
Wider range of audio-visual materials

1248
I am too new to the job & field to know how to answer these. (Our library couldn't exist without the bookmobile & ILL.)

1249
Fast Retrieval of Information

1309
(1) More reference sources in our collection
(2) Up-to-date reference information
(3) Access to CD-ROM apparatus
(4) Access to microforms & their equipment
(5) Access to audio-visual equipment

1339
(1) Access to collections by quick, efficient, readily understood means.

1343
1 = Delivery Service
2 = Sophisticated, Helfpul Reference Service

1062

DRAFT

Question 25 - Needs of Library

1009
Equitable funding for unrecognized "sub-regional" services. encourage access to multi-type libraries for wider collection access. lower costs for specialized services if funded cooperatively by local "clusters" of multi-type libraries.

1059
Shared ideas, experiences, and problems.

1070
Interlibrary loan. Reference.

1120
delivery service to save time and money. Shared computer access. Workshops for staff, libraries, and trustees.

1236
Cooperative purchasing (books, periodicals, a-v, supplies).

1247
If budgets decline patrons can fine where books are located. Library can provide information from obscure sources it might not use very often or from sources too technical for general population/users.

1262
Availability of material normally not purchased.

1332
Van delivery. Bookmobile delivery. Book buying co-operative.

216
ILL reembursement. Shared access to databases for bibliographic citation and library holdings. Delivery service. Funding/grants assistance from MBLC1. Joint purchases of equipment and/or supplies.

211
Load leveling supplies among leders to move evenly and distribute burden or compensation to private libraries who lend to public institutions. Selected linking of disparate automated library systems. Financial assistance in upgrading and replacing automated systems.

207
Sharing of staff. Sharing of collection.

3021
Cooperative buying power for discounts. Shared resources.

3125
Verification and processing. Copies of periodical articles.

Question 25 - Needs of Library

3227
Full time staffing of the junior and senior high school libraries. Full or part time professional staffing of the elemenary school libraries. Adequate budget for materials. Space.

3232
Online catalogizing and inter library loan.

3238
Automation.

3272
Document delivery service in local area. On-line network to locate ILL sources locally.

3281
Once we get a computer system-automation.

3305
Enlarge the resources available to students and faculty.

432
To be part of network-search assistance, catologizing.
ILL-books and journals. Delivery system. Fax.

435
CD/Rom and online bibliographic searching. ILL too.

530
Statewide database online of monograph (health related) holdings.

6095
Collections in education are scattered, fragmented, and meager. It is often an imposition to the overloaded system (e.g. I have direct experience in community college library-time is inordinate).

6156
Have union lists for serial locations, but do not have equivalent for books. Western Mass. Library System often does not refer request to other libraries or give us information about what other libraries hold a title. (Sometimes they do, but I never know whether such information will be given).

412
1. Program development.
2. A.V. collection development
3. Library collection expansion
4. Professional development
5. Foreign language collection expansion esp. oriental materials.

Question 25 - Needs of Library

425
What we need more than anything else is more staff to work/play with individual residents in side the library. This could not be addressed by a cooperative system.

427
1. Co-operative collection building
2. Computer Service
3. General communication with other libraries/Librarians

428
As an Institutional library we do not have access to the regional library system as a library. We must use personal library cards(Librarians).

440
1. Borrowing new and old books on a weekly basis
2. Finding books on the Sub-Regional level
3. Inter-library loan from the Library of Last Recourse.

3054
AUTOMATED CATOLOGIZING:CURRENT MATERIALS. COOPERATIVE PURCHASING. AUTOMATED CATOLOGIZING: RETROSOSPECTIVE CONVERSION.

3071
THIS LIBRARY WOULD BENEFIT FROM: INCREASED COLLECTION SIZE WITH NO ADDITIONAL OUTLAY OF CAPITOL, ADDITIONAL PROFESSIONAL SUPPORT (REFERENCE), ADDITIONAL CLERICAL/PROCESSING SUPPORT.

3175
MOST IMPORTANT FOR SCHOOL LIBRARIES IS A PERSON AT THE STATE LEVEL WHO WOULD BE OVER ALL SCHOOL LIBRARIES.

3261
AUTOMATED CATOLOGIZIND, INTERLIBRARY LOAN.

3268
ACCESS TO LARGER MORE DIVERSE COLLECTIONS. AUTOMATED CATALOG FOR BETTER ACCESS TO OUR COLLECTION. COOPERATED PURCHASING. WORKSHOPS.

3296
REFERENCE. ILL.

6017
Collection Development Consortium (Avoid duplication in area libraries of expensive materials).

6050
Shared catologing/processing/aquisitions.

Question 25 - Needs of Library

6091
Delivery services. Currently we rely on U.S. Post Office with varying results. Access to regional purchasing system (for budgetery reasons). Access to depository collections of material of interest to patrons, but not normally purchased.

6170
Access to Union Lists to locate needed material resource sharing.
3062
Document delivery:copies of journal articles located through online database searches. Interlibrary networking with public library and its nerworks-terminal to access online public catolog and possible interlibrary loan. Interlibrary networking with other school lobraries, possibly in some consortium.

3109
Contact with other schools systems.

3219
Automation.

3233
Costs for technological advances (online database searching).

3270
An online union catalog networked with area libraries and with state facilities so that resource sharing could be facilitated.

3298
Resources supplemented.

3033
Getting books for their needs that we so not carry (or other materials).

3246
Shared datsbase of holdings in standardized bibliographic format for collection development and control of information resources. Reference Referal System would make library services much better. Cost advantages for group purchases.

6018
We need a librarian!

6112
1.Advice of space planning
2.Advice on other professional administrative matters

525
1.Interlibrary loans
2.Information Networking

Question 25 - Needs of Library

6106
1.Cataloging
2.Classification

6142
1- The isolation of running an essentially one-person library would be helped by any kind of formal networking.
2- As money is tight the possibility of regional bulk purchasing (with convenient van delivery) has great appeal.

1001
1. Purchase of audio-visual media. Ex. the SRMCBPC-informally deals with book vendors each year & has negotiated a 43% discount. It would be helpful to negotiate for videocassettes, audiocassettes, and equipment. Library vendors are expensive.

1035
1. Bookmobile service
2. Children services (workshops, story hour kits, summer reading program)
3. Consultants service (visitation, recommendations, etc.)
4. Workshops (Reference, cataloging, etc.)

1051
Auto circulation system
Retrospective conversion
Access to an 800 telephone number for the Kirstein Business Library

1053
1. Expanded delivery system--more sites; more often; sorting on truck; better containers for non-bulk material.
2. Centralized cataloging to control costs.
3. Preservation
4. Employee pool to help with short staffing.

1066
1. Assistance with fundraising, fighting budget costs, etc.
2. Staff training--materials & programs

1079
-System to reimburse those libs sending a disproportionate number of non-residents
-Rearrangement of subregional system to reflect existing flow of patron use
-Grants for collection development to replace lost books
-Grants, etc. to compensate libs for increasingly sophisticated reference needs due to deterioration of state-funded academic libs.

1088
1. Van delivery.

Question 25 - Needs of Library

1089
Reference & Specialized materials

1090
automate catalog and circulation
save money on library supplies
catalog production
magazine articles by fax
electronic bulletin board
access to online databases

1093
Workshops to satisfy MBLC requirements in cataloging, administration etc.

1118
1. Consultant services--advise, backup, workshops, professional collection
2. Cooperative buying arrangements to help individual libraries through the mess of the Uniform Procurement Act.

1129
Inter-Library loan
Shared resources
Cooperative Purchasing
Consultant Support

1138
We need to join a newtork to provide adequate service to the patrons. However, since that is not forthcoming, we rely on the region for reciprocal borrwoing, ILL and Bookmobile.

1203
3- Cooperative buying of audiovisual materials and periodicals to comply with Uniform Procurement Act.
2- Better access to ILL materials by requesting materials online from local libraries.
1- Organize libraries geographically into cooperative nodes that share resources, staff and administration.

1221
1. Delivery of materials
2. Access to holdings & onshelf status in adjacent community libraries (not now on-line)
3. Continue EMRLS Bookmobile service

1241
1. Maintenance services, repair work, minor construction

1269
1. Cooperative bids so we don't have to do it.

2. Back-up reference service to handle questions we can't.

1304
1. Microcomputer technical advisers.
2. Consultants.

1324
Cost savings through cooperative purchasing
Skilled staff
Reliable automated systems
Interlibrary loan protocols, document delivery for resource sharing

1331
staff training

1342
Interlibrary loan
Consultants
Bookmobile
Deposit collections

1043
1. Better communication from Regional office and among Regions
2. Cooperative purchasing of all materials
3. Cooperative/regional media service

1142
Increased ability to fill patron needs

1163
Automation
Help in retrospective cataloging

1172
State wide card, funder.
Cluster(s) access
Delivery locally
ILL
Reference

Question 25 - Needs of Library

1312
1. Access to more data bases, more libraries need to become automated
2. Quality Cataloging and Bibliographic consistency.
3. A Union List of Periodicals
4. Expanded co-operative purchasing: mroe than one book vendor would be a very big help!!!! Supply list could be expanded and consistent.

213
Integrated automated system-1
Acquisition/ordering-1
On-line catalog-1
Automated irculation system-1

226
Serial info sharing

230
Datalink that works effectively

1048
Materials sharing
Co-operative staff development

1075
Cooperative collection dev. - 3
Resource sharing - 2
Delivery service - 1
Central Reference Service - 4

1099
Shared computer technology

1104
A travelling general consultant who could come to our library (we had one several years ago thru a grant written by Andover sub-region)

1112
We feel our library is currently meeting the patrons' needs.

1141
1. Quick access to information
2. Coop purchasing of expensive ref. material
3. Coop purchasing of audio books

Question 25 - Needs of Library

1149
1. Access to a larger collection than we can afford to offer (Bookmobile)
2. Large print books
3. Books on tape
4. 16mm films
5. Professonal support & advice
6. ILL

1155
Books lent for 3 mo. periods - 1
ILL - 2
Regional administration - 3
Telephone info - 4

1171
Book purchasing cooperative
Advice

1205
Grant & fund-raising info
General advice from regional consultant on admin. problems.

1208
1. Strengthened regional bookmobile collections
2. Large print books purchases
3. Videocassette purchases
4. Audiocassette purchases
5. compact disc purchases

1222
1. Technical support
2. Collection development
3. Continuing education (not in Boston)
4. Bookmobile

1229
1. Ability to concentrate on what we do best - personalized readers advisory & reference referrals. Eliminate need to do most things for most people.
2. Continuing education.

1239
Basic library techniques - 1
Island workshops for staff - 2

1250
Information - reference
Networking - Statewide

1306
Once again, the Regional System is exceptionally supportive.

Question 25 - Needs of Library

1334
1. Strong, dependable, daily delivery service. Good E-mail system.
2. Access to online databases for reference work.
3. Availability of deposit collections in books-on-tape, videos (how-to, classics, travel) for adults, new large-print materials, compact discs
4. Travelling exhibits and displays that are timely and go along with holidays, special events & celebrations (Bicentennial, ex.)
5. Lists of recommended reading for different age groups.
6. ESL materials for tutors and learners

1344
1. ILL
2. Cooperative buying of materials & supplies
3. Consultative sources

206
1. budget (helped by resource sharing)
2. space (helped by resource sharing)

210
1. Speedy document delivery
2. Online access to catalogs of other area libraries

1361
Bookmobile
C/W MARS
Delivery
Cooperative purchasing
Information programs
Summer reading programs
Films
Telephone reference support

1310
1. A FAX machine
2. On-order records of ours and other libraries

1288

1. We needto link with area libraries to go out to bid for the cost of facilities maintenance (not service contracts) We have done this for books and library supplies, but we all need to purchase toilet paper, pay for fuel and HVAC overhauling.

2. it is becoming more difficult to attract qualified staff. Less librarians to go around and wages are being cut. We've got to support library education! The $500 that MLA offers is useless! And we have to cooperatively train and retrain library personnel.

1275

Question 25 - Needs of Library

- Automation
- Resources for increased physical building space

1177

The automated system is becoming very expesnive for our library. We pay a much higher fee than the smaller libraries in our cluster. This is not true in all clusters - some share the costs equally.

I am concerned that our funding locally will be cut and we will not be able to continue in the automated cluster. As net lenders we should be financially reimbursed for our services. This in turn might help reduce the costs of belonging to the cluster.

1175

1. Ability to print catalog cards from the regional data base (C/W MARS)
2. Cooperative book buying among neighboring libraries
3. More small sub-regions consisting of three to ten libraries
4. Possibility for small libraries to become branches of larger neighboring libraries through payment of an annual fee.

1133

1. Central cataloging and overdue reminders
2. Workshops, seminars and courses for nonprofessional

1064

- Regionalized reference service - to cut costs of buying infrequently used material
- A good regional series guide - that can be updated easily
- Programming guide - what's available at what cost (current)
- training seminars on use of computer equipment, programs, etc.

1061
Reference
Materials
Programming
Equipment

1023
Coop purchasing / Cataloging
Public relations
Video coop
Outreach
ILL / Delivery

1034
Automated cataloging

1150

1. Cooperative purchasing

1202

Question 25 - Needs of Library

Access of MTL to holdings of other networks

1214
1. Reference using a fax machine
2. Shared resources and/or purchasing in audio tapes, talking books, and videos (adult and juvenile)
3. Cataloging

1224
1. Automated circulation
2. Inventory control

1337
Retrospective conversion
All aspects of automation

1350
1. Supplement small collection - ILL with delivery
2. Bookmobile with delivery
3. Cooperative purchasing

1370
1. Patron accessibility to database
2. Faster access

229
1 - Filling ILL's quickly and inexpensively at 90-100% rate
2 - Retrospective conversion

3018
Interlibrary loan

540
Catalog management

215
PAC terminals for Consortium libraries
FAX for ILL

3034
Automation

3114
Books

3202
A telephone in the library

Question 25 - Needs of Library

1016
1. Reference
2. Van delivery
3. Cooperative buying

1097
Need for additional funding is currently #1
1. Reducing annual cost of system

1186
Purchasing
Cataloging
ILL
Reference
Consulting
In-service workshops

1192
1. Linking of various networks to provide on-line access
2. Effective workshops tailored to solving specific problems facing public libraries
3. Cooperative purchasing/bid in broadest sense covering library materials, supplies, services, equipment
4. Cooperatively developed effective public relations materials that could then be tailored to the local level

1194
1. Location info
2. Delivery
3. Staff development workshops

1264
Bibliographic control
Shared CD-Rom services; inter-library loan services
Shared on-line database access
Collection development

1295
Automation

536
1. Cooperative collection development - particularly serials

1119
1. Technological
2. Recreational

Question 25 - Needs of Library

1279
1. Books we don't have
2. Articles (photocopies) that we don't have
3. Reference service (using materials that we don't have)
4. Knowing which local libraries have the material our patrons want

1317
Large print books
Audio visual material

1341
Locating titles
Obtaining titles - ILL
Reference Service
Circulation Control

1347
1. Sharing the costs on on-going training issues
2. Reference back-up
3. Sharing expertise/e.g. hiring outside consultants
4. Help in staying up-to-date with technology

1363
To establish cooperative system locally, between public libraries & school libraries
Consultant on care & maintenance of buildings & grounds

204
These certainly revolve around automation, and are being met by NOBLE.

228
1. ILL cooperation
2. Shared cataloging

294
These certainly revolve around automation, and are being met by NOBLE.

3025
Library Automation, 4
Interlibrary loan, 4

3049
1. Sharing cataloging
2. Retrospective conversion

Question 25 - Needs of Library

3095
1. Union catalog
2. Access to online bibliographic databases and catalogs
3. Participation in a formal interlibrary loan network
4. Cooperative purchasing
5. Cooperative collection development

3139
1. Interlibrary loans from larger collections

3140
State aid -- specifically for school library media programs
A person in the Massachusetts Department of Education who has primary responsibility for school library media programs

3188
1 - OCLC access

3204
Purchasing of books & equipment at a greater discount - anything that will save money

3226
Computer use/applications/consultation

3244
1. Purchasing power/reduced prices
2. Cataloging
3. Journal coop buying/holdings

3252
NA

407
NA

419
Don't Know

526
Locating medical books for interlibrary loan

528
List of automation equipment (hardware & software) being used so we could contact colleagues for recommendations i.e. success with CD ROM towels, preferences for serials control etc.

6019
Resource Sharing

Question 25 - Needs of Library

1010
1. Money state for automation
2. Money state for regional

1002
1. Public Relations campaign to fight current economic problems of libraries
2. Reference & referral service
3. Consultant & evaluation services
4. Technical assistance in understanding/installing high tech equipment

1011
1. Better document delivery

1024
Centralized cataloging

1025
1. Increased access to information & resources
2. Speedier ILLs

1057
Automated cataloging
Automation consulting & training

1109
1. Cooperative cataloging

1125
Public relations - served by fulfillment of request
better use of money

1151
1. Finding most effective uses for limited funds given high use & demand for services
2. Cutting down paperwork, record-keeping, red tape

1174
1. Access to materials (data base & delivery)
2. High quality data base to search/use
3. Collection development
4. Reference
5. On-line reference sources
6. CD-Rom sources

1187
1 - The regional systems and the MBLC should continue to suport network activities. Our most recent urgent need was for an automated circulation system. We will become an active member of CW/MARS in mid-1991. We hope the autoamted network will have a positive impact on staffing needs, access to

other collections, another major need will be fulfilled through network participation.
2 - Regional support for museum passes - maybe through cooperative buying programs.

1189
1. Access to holdings of member libraries.
2. Cooperative collection development agreements for subject areas.
3. Direct ILL rather than through subregional library through automated network
4. Common library card and shared patron data base

1209
ILL requests
Reference requests
Audio-cassettes
Video-cassettes

1215
1) Accurate circulation control with all accompanying functions such as overdues, reserves, fines, and shelf-status, processed automatically.
2) Ability to provide accurate information about library's own holdings as well as those of other libraries.
3) A system than increases the overall quality of information location and allows libraries to provide this information effectively and efficiently

1238
1. Serving the needs of the patrons
    1. Access to books & other material not locally owned
    2. Rapid delivery of this material
        1. Physical delivery 2-3 days
        2. Fax in more libraries
2. Continuing Education - seminars are good too but service to patrons is #1 by far

1245
1. Desperately need cooperation for serving non-resident borrowers (about 40% of our circulation)
2. Better ILL access
3. Better prices on materials, equipment, periodicals, etc.

Question 25 - Needs of Library

1283
1. More multi type cooperation & access.
1. Automation of all libraries to participate in resource sharing.
1. Linking of all networks
1. Centralized marc record & subject authority purchasing for all clusters.
2. CD Roms of all clusters for ILL.
3. Cooperative collection development.
4. Shared rotating video collections.

1285
1. Retrospective cataloging information MARC.

1301
1. Providing variety without purchase saves the budget
2. Continuing education
3. Fast fulfillment of requests is great for image
4. Consulting services

1003
To find out what is available in the way of services to very small libraries like this one.
Meet with other librarians who are not part of a "Minuteman" or other system and who are not automated.

1046
1 - Reference (data bases)

1143
Depository Services
Public Relations
Coop Cataloging
ILL/Delivery

1148
Support for automation of libraries and emphasis on linking local area networks. We need easy and fast access to the catalogs of other libraries.

1228
1 - Consultant Services

1260
The most urgent need is to be provided with greater state funding. Current incentive grants are inadequate.

1267
1. administrative support
1. bokmobile collection

Question 25 - Needs of Library

1272
They would pay for small libraries to be connected. (On-line computer database)

1330
We're operating at peak capacity for size, staff & hours so can't figure out how to take advantage of any other services - more programs, for instance.

1354
1 = Continuing education opportunities
2 = Consultant services

1360
Cooperative cataloging
(1) Forming a town libraries coop - (we have 2 libraries in our town)
(2) Cooperative acquisition regarding school age readings. (3 out of 5 public libraries in our regional school district serve as school libraries)

1362

1) A "Farmington Plan" for non-academic collection building	3
2) Cooperative in-depth special collection plan	3
3) Location of items not in local network or regional data bases	2

1006
(1) Access to on-line and CD-Rom databases - available nearby at Springfield City Library
(2) Access to genealogy - more complex sources and searches - available nearby at Spfld City Library
(3) More support to Springfield City Library to serve as library of last recourse in Western Mass. area.

1044
1. Help in putting library on a computer system
   1) Financial help
   2) Consultants help

1049
1 = Cooperative purchase (books, av, periodicals, supplies, equip., etc.)
2 = acquisition of MARC records for clusters
3 = collection development agreements
4 = access to legal counsel

1054
1. Purchasing Cooperatives to get materials at larger discounts

Question 25 - Needs of Library

1081
Borrow specialized books
Borrow foreign language books
Borrow Videos
Borrow Books on tape

1198
1. Help in obtaining AV materials - i.e. Compact discs.
2. Improved service to handicapped.

1223
(1) Document delivery more speedily & accurately
(2) Ability to place reserves at any member library & request delivery to libraries & all branches
(3) Cooperative cataloging system - to save money
(4) Cooperative acquisitions mroe aggressively implemented

1244
ILL - 1
Delivery - 2
Reference - 3
AV - 4
Deposit Collection - 5

1246
Van services
Bookmobile services
On line bibliographic search
Support systems

1309
(1) Availability of reference materials

1339
1. Delivery service daily
2. Access to data bases: The one of which we are a member, other neighboring ones, national databases (too costly now)

1349
1 = Political Advocacy
2 = Fiscal Consulting
3 = Staff Development

1062
1. Staff and Trustee education - workshops, etc.
2. Cooperative collection development
3. Online bibliographic searching
4. Delivery
5. Cataloging

Question 26 - Governence Structure

428
Include all libraries in Central Mass Regioal library system. There is no money available for Institutional and hospital Libraries thus our patrons are denied access to library materials for Recreational, Therapeutic and Educational purposes.

538
Larger - more comprehensive listings.

3054
DO NOT BELONG TO ANY.

6055
As E-Mail Internet etc. allow sharing of large data base both viewing and adding to policies and procedures of individual libraries will heed to be reexamined amd changed to accomodate this new method of technology of info resource sharing.

6091
NELINET-a provision should be made to move easily to accomodate multi-brand libraries such as exists in the trial court. We are 18 libraries, coordinated by one office with no main library. We cannot afford to have 18 memberships. We currently all share one symbol. As a result, the true holdings of each library is not reflecked on OCLC, and libraries doing a search have no idea which library to contact. OCLC has been promising a fourth symbol for many years.

6170
We do not belong to a cooperative service network.

3033
We don't belong to any.

3246
The greater Boston Cooperative Library Association By-laws are needed. We are a badly organized collaberative of private school libraries who do some resource sharing. Through a film cooperative and through a union list of periodicals, we are now engaged in planning for the automation of our libraries and hoping to establish a computer consortium that can apply for funding a retrospective conversion project that would result in a CD-ROM union catalog which we could all benefit from.

6142
A clarification of whether or not we belong to the Western Regional Library System & integration into their activities/ workshops if we do would help.

Question 26 - Governence Structure

1203
Organize libraries geographically into cooperative nodes that share resources, staff and administration.

1221
Decentralize authority & decision-making

1269
Recent changes made in Eastern Region will help.
Boston Public Library should be more responsive to Eastern Region libraries.

1304
This survey alone points out that Massachusetts public libraries are currently being better served by consortia or automated systems than regional. Viability (and effectiveness) of regional systems has passed. Networks--consortia--county systems would presently make better use of limited funds.

The past five years of funding master plan of public libraries appears to be erratic. What good is a State long-range plan if the State funding agency doesn't support it?

1324
More member involvement

1043
1. Look at other regions/outside systems for mroe equitable resource allocations.
2. Perhaps Boston should be in separate category. TOO MUCH goes to metropolitan areas CAPE often left out.

1172
Arrange to fund a state wide public library card. . . (would assure statistical reporting too)

1312
I think a shift will come away from the Regions and Sub-regions as now defined, with emphasis placed upon cluster development. Let's develop strong clusters--strong resource sharing and delivery, rather than concentrating on making sub-regional headquarter libraries the point at which cooperative services--reference, resource sharing, union lists, delivery--begin and end.

1001
1. The issue of access to the Mass. Bd of Library Commissioners should be resolved. Many of us were shocked to learn that some of the Commissioners felt that we (library directors) did not care because we did not contact them or come to meetings. Once I was invited to attend a BLC meeting on behalf of CCLN. We've been led to believe that we should only deal with BLC staff.

1066

Question 26 - Governence Structure

Eliminate Library of Last REcourse for circulating materials - using BPL is extremely time consuming and cumbersome. Use OCLC - would be cheaper and mroe efficient.
Better information describing the reference resources available at BPL and how Patrons and library staff may gain access to them.

1118
Both C/W MARS and CMRLS have functioned VERY WELL to aid our library over teh 3 1/2 years I have been here. Participation of member libraries both in governance and activity levels has seemed excellent and very professional. Fine tuning maybe but no major changes.

226
Fund more adequately

1048
Regions should be smaller and provide more direct services. Grants development, processing, consultants etc.

1075
More representation/involvement from networks/libraries

1141
No, the C/W MARS Exec-Board is functioning very well.

1149
The WMRLS seems fine to me, I feel they are doing a good job filling my needs & the patrons' needs. The only problem is lack of funding.

1205
I have been satisfied with the services provided to our library.

1208
Restore staffing lost to budget cuts

1222
There needs to be a clear cut delineation of the roles played by the Eastern Region and the auttomated network.

1229
Members of sub region need more involvement in setting priorities of service.

1289
Improve the relationship/define the responsibilities of CMRLS and C/W MARS

1334
1. Improving communication between "steering" committee and membership. full participation of members.

2. Consortia and regions should be more cognizant of members' needs (keyword: member-driven) Conduct surveys, needs analyses.
3. Development of standards for evaluation ofthe consortia, including governance. is it truly representative?
4. Boards should rotate meetings throughout the state to obtain wider participation of different types of members.

216
Public Higher Education Libraries are partially funded by teh state legislature and are forbidden to participate direcly with teh MBLC. This is not fair, ILL's alone show our cooperation as does conversion, etc. MBLC should be allowed to have some mechanism to assist our types of libraries.

1288
In my expereince as small-town public library director for nearly 3 years, having come from employment in academic libraries after earning the MLS in 1987, I must say the governance goes on quite without me. In fact it is not even clear to me.

Small-town public directors do much of everything so the libraries will run, we are often the only professional, it is difficult to stay in-touch.

1275
We are very pleased with the services provided to our library from the Central Mass. Regional Library System and the Massachusetts Board of Library Commissioners.

1177
We belong to the Merrimack Valley Library Consortium and the Eastern Region System. The Memorial Hall Library in Andover is both the central site for the automated cluster and teh sub-regional headquarters for the Eastern Region. The funding for these activities seems redundant in some cases and we are unclear as to what organization is doing what. We should have just one organization within the Eastern Region - AUTOMATED CLUSTERS.

1175
Assign membershipon the Regional governing board (CRAC) on a rotating basis rather than by election of volunteers as is presently done. Make sure all geographic areas of the Region are fairly represented.

1064
Better communication about what's available - more discussion and problem-solving together, so that there's less WE and THEY.

1023
Less bureaucracy

Question 26 - Governence Structure

1370
1. Help with retrospective conversion

229
CLGS - make it more formalized, try to coordinate collection development so there is less duplication of sources

Question 26 - Governence Structure

1016
The Central Mass. System is TOPS - would like to see greater cooperation with other regions, particularly Western Region since we border their Region. More attention by BLC, Eastern Reg to communitites West of 495! (For ex. holding meetings, workshops closer to us)

1192
1. The Regional system ideally should be independant of the Boston Public Library
2. Since their is an overlap of services provided by networks & the regional system - closer cooperation is needed & responsibilities of each better defined

1194
Stop contracting regional services to specific libraries. Give control of regional services to a body such as the current advisory council that is made up from representatives of member libraries.

1264
(NOBLE) It needs to be an integral part of the organizational structure of library services throughout the state - not an outside quasi-independant organization that provides important services but has no legal claim on state funding. Boston sub-region and EMRLS need to be service & user oriented, responsive to member needs, and not mired in bureaucratic problems of its host library (in my case, Boston Public Library)

1363
Online ILL via C?W MARS
Cataloging for non-circulating members

204
No. NOBLE's governance structure is sound.

294
No. NOBLE's governance structure is sound.

3140
NA

3204
Why aren't school libraries informed about cooperative services within our region? Why are we not invited to join?

3252
NA

528
Currently I consider it invisible. What is the structure and who guides it -

Question 26 - Governence Structure

1010
An amalgam of the subregion and the automated system. In the Andover subregion it would be easy as both operations are coordinated and in the same building. It could go either way with the subregion in charge or the automated system in charge. However, the middle or larger libraries have no concern to give service to the smaller libraries.

1002
I am hoping EMRLS will become member driven under new leadership, responsive to members' needs & requests

1011
The structure of the subregional systems should be examined in light of the emergence of automated networks. It would be advantageous for libraries in the same cluster to be in the same subregion, especially for delivery. Allocation of funds to the regional libraries should be examined in context with the services provided especially as the clusters provide the majority of interlibrary loan requests.

1052
Very satisfied

1174
Regional system needs to better reflect needs of member libraries; currently too pyramid shaped. (BPL at top, members at bottom)

1187
Regional personnel and offices should not be under the authority of large center libraries. They should be separate entities answering to members libraries and the MBLC - not to governing boards of the Boston or Worcester Public libraries.

1189
Requirements for expenditures on materials to qualify for State Aide should be broadened. Membership in automated network should be countered as materials since database access gives more patron access to materials. This would make membership more affordable to small libraries. I wouldn't change the percentage since that amount carries weight with Town Fincom - merely broaden the definition of materials.

1215
I think the process that has the participating libraries show up once a year to vote on items decided by committees beforehand is farcical. Most people voting are uninformed about that which they are voting on. Unfortunately, I have no suggestion except to possibly forgo the annual meeting format and replace it without a survey for evaluation.

Question 26 - Governence Structure

1238
BLC & Regional systems seem to overlap. It seems some consolidation would be wise. Automated networks are increasingly important, but I fear for libraries that do not belong to one of these groups. Subregional delivery systems should reflect cluster needs if possible. Library of last resort is no longer as important as it was. Automation enables libraries to fill their needs elsewhere.

1245
More democratic.
Some services (eg. Library of Last Resource + ILL from Spfld. City Library) virtually useless (no access).

1283
Establish autonomy of position of Regional Administrator for Eastern Region - from headquarters library.
Better funding formula for distribution of funds.
Make uniform contracts with subregional libraries.
Consistent methods of evaluation.
Move location of ERO headquarters library from the BPL.

1143
Open elections or opportunity to volunteer or committees above the sub-regional structure

1260
The Cape as a region, should receive compensation for serving thousands of summer patrons that we have.

1330
No, I'm satisfied.

1354
1. Make Eastern Region more accountable to member libraries
2. Redraw Sub-regional boundaries to account for growth & importance of automated resource sharing networks
3. Support legal changes in governance of ARSN so that they can move towards more autonomy.

1364
The Eastern Region's governance structure hasn't worked well. A new administrator may bring some important changes. Subregional libraries are only as responsive to user library needs as the personality of the Subregional Library Director allows. I've worked in one (Andover) that was totally unresponsive.

Question 26 - Governence Structure

1006
Library of Last Recourse should be enlarged to include Springfield City Library and Forbes for Western Mass. area. Boston is too distant for this area especially for on site visits, for research of more technical materials.

1049
Eastern Region Office should rent space outside Boston P.L.
Regional Administrator should be hired/supervised by ERLAC Exec. Bd.
We need accountability for expenditure of state funds from Regions and LLR
We need to include non-public librarians in the Regional Systems

1223
EMRLS is now in flux - changing MBLN OR for now
MBLN acquisition & purchasing programs need more aggressive & more specific programs -

1309
None - very satisfied

1339
1. Democratic approach, every library participating & contributing to decision-making

1349
Regional & subregional duties, except for delivery, have almost toally been taken over by automated clusters. Medium-sized libraries receive little for the regional dollar. Reference requests are directed to BPL & by-pass the subregional library entirely. Few materials are purchased. . .for this size library EMRLS Bookmobile is redundant.

Question 27 - Allocation

ALLOCATION

1009
Public libraries receive so little in state funds and school libraries get even less. Each city/town pays for its own, but is required to give public services to out of town residents. Public libraries of extremely uneven quality result. Boston Public gets additional funds, but does not really help needy library patrons in outlying areas of the state.

1019
Boston Public Library received an inordinate amount compared to others. I'd like to see more funds allocated to individual libraries for use for their specific needs with careful accountability.

1059
Requirements satisfactory should be updated. Special emphasis on education of governing library body and town government.

1070
Because our community has a huge seasonal population, I wonder why state aid is based on a year-round population.

1236
I haven't been in Mass. long enough to know if the allocation of funds is equitable or not.

1262
Libraries that fail to meet state aid standards we penalized, not always justly, while the wealthy towns continue to receive more monies. Also, LSCA funds are often awarded for faulty reasoned "needs" rather than on real needs.

3021
I am not the recipient of any state aid. I would like to see funds allocated for libraries going directly to the libraries and not able to be directed for any other purpose.

3069
I don't know what the method is.

3142
This may change as towns (like Needham) become decertified because of inadequate maintenance of effort.

3173
This is a school library. I am not aware of state and being given directly to this type of library.

3179
Everybody wants a bigger piece of the pie in Massachusetts.

3227
I think that in order for towns and cities to provide equal education to its children, the state needs to look at schools library budgets, not just the number of minority students. There should be a $ per pupil assessment for school libraries that the state should supplement the towns' payments until the level is reached.

3257
Private school could use aid as well.

3056
MBLC Refuses to share with the schools. We are virtually "step children". There should be more cooperation.

3057
School libraries receive no funding or services.

3071
However, there seems to be little cooperation between public and school libraries-both working in isolation, rather than as allies.

3175
School libraries are not given any funds. All budget is supplied by the town and makes for very inequitable services.

3261
My library is in a private school and does receive state funds.

6050
Online Bibliographic searches. Online searches of other databases. CD ROM searches. Research analysis with report.

6055
Interlibrary loan-Journals. Interlibrary loans-books. Electronic mail.

6091
Access to current treaties (ILL). Access to current law reviews and newsletters (ILL). Access to informational databases (reference referral).

6170
Access to materials not available in our library. Reference services not available in our library.

6017
State should pay larger share of BPL budget.

6055

Question 27 - Allocation

Should publicize the granting process more.

6091
Formula is currently on a per capita and does not reflect qualifying factors such as number of ILL's and number of reference referrals responded to.

3062
My library needs help maintaining services in light of economic problems in community.

3233
As a school library, we have no state supported advocate in the Dept. of Education and no services provided to use. We are at the many of local school boards for allocation of money, and are often on the short end of the stick. The state needs to emphasize the importance of libraries in schools.

3270
I may not have enough information about how our state allocates federal funds. The reasons seem valid to me but I can never understand why a relatively poor rural area in Franklin Co. receives so little compared to the amount received by a wealthy community in Connecticut. I realize Conn. has a different distribution system which is not equitable but the amount received by our school district is so pitiable that I have relinquished my share for the past few years to help them out and it is still less than half of what a similar school should receive in Conn. Does Massachusetts receive so much less than Conn. It's a little like comparing apples with oranges but something is wrong with the distribution.

3246
Please- our town libraries are suffering from the law that they must stay open so many hours to receive money (state). As a result because operating expenses are so high and because towns fear losing the money, town fathers close down branch libraries (which old people especially need) to save the money(state) and keep the main library open the requisite no. of hours. Isn't there some way to divorce money from hours open.

3260
Forcing cities and towns to constantly increase funding by a set percentage in order to qualify for state funds is the wrong approach.

3079
We need more funds.

6018

Seems like the BPL has been shafted, but then all libraries have been hard hit. To have it closed on Sunday is ridiculous.

6112
Some libraries are extremely helpful and cooperative; others are less expansive with their help. Those who go all out should be recognized in some way, since they are bearing the brunt in terms of cost.

6142
Our funding is dependent on the legislature and does not reflect our position as the public law libraries of the Commonwealth.

1203
Increase # waivers for LIG/MEG. Use sliding scale for libraries that meet some but not all standards.

1221
State funds subsidize little used central services when they should be used locally to facilitate resource sharing among local libraries.

1241
There is the perception (perhaps unfounded) that a lot of money is channeled into the BPL to enable them to provide materials to other libraries, but not much comes out the other end of the tunnel.

1269
Automation clusters should get a much larger share now that they have taken over, by and large, the functions of a regional system.

1324
Lack of compensation for services to non-residents is a complex issue that needs to be addressed. Minimum standards and purpose of state aid should be reviewed.

1340
There needs to be a way to compensate libraries that do not have sub-regional status for non-resident borrowing. now that some towns have cut back on library services because of budget problems, libraries contiguous to those libraries with reduced services have increased use.

1043
Too much depends on population statistics which do not always reflect actual usage. Towns which have seasonal population changes or have a greater proportion of users than others often receive less than larger towns whose population figures may not reflect actual usage.

1163
Small libraries such as ours which need the funds are judged by

same standards as larger libraries, who may have other funding sources.

1172
Varies with geographic density, town size, contractual compacts--ae regions--; re. lib's not related to use, needs, performance, demands, etc.

1351
I do believe that more credit should be given (in financial terms) to those libraries what serve a larger non-resident patron base than others.

1312
Just look at all the ways Boston Public Library gets funded and compare that funding with the way libraries in the state use the resources of BPL for their patrons.

1001
1. Some communities have been generously supporting their public libraries. If they feel they have to cut back, they should not be penalized.
2. As it stands now, if a library can gain support for a new program but either the town or the library is not sure it can be sustained, the library is penalized the year either decides to drop the new program. The whole MAR concept and idea that the library must increase its budget by 2 1/2% each year is not realistic at this time.

1036
We DO NOT receive ANY State or local aid

1053
1. We need state funded non-resident or net lender reimbursement.
2. Libraries that receive state funds for ILL, reference and related regional services should provide more information on the unit costs of providing these services and statistics on the number of people served.

1066
Too much goes to Regional System and Library of Last Recourse and too little directly to community libraries.

1079
Funding should be proportionate to non-resident usage.

1093
It is extremely important for small libraries to continue to receive Bookmobile services and delivery services and to continue to receive MIG and MEG grants.

1118

Question 27 - Allocation

1. LIG & MEG $ amounts don't begin to compensate us for a 32% non-resident registration, circ., ILL, and programming drain. They are only 6.8% of our budget.
2. I agree with the philosophy of library of last recourse but don't seem to have access to it. It is frustrating too that although the whole state is supposed to benefit from the funds which go to BPL as library of last recourse, only BPL decides where in their budget it goes. It seems like some formal state-wide input would be appropriate.

1138
If the rules are relaxed just because it is a bad economic situation, it sends a bad message to our patrons. They'll feel they can get services without supporting the local library. Keep the requirements tough.

213
Would like to see more aid to special libraries academic and organizational)

230
Not a public library.

412
A lot seems to be spent in the Boston PL as LLP without helping other libraries develop.

425
Direct service to patients/clients of Mass. institutions is not uniformly adequate. If an institution cannot afford its own client library, it should try to work out a cooperative arrangement with the local public library, to enable clients to receive some kind of services.

1141
As a library in Central MA most our requests, etc. are filled either by Central region or outside the state libraries. BPL as a library of last recourse, has not been of any help. I believe their funding as it is now is unfair to the regional library systems.

Question 27 - Allocation

1149
The State has set a % to be spent on books without taking into consideration that not all budgets have to pay for the same things. I am a small library & my budget covers everything from personnel to lawn mowing to building maintenance. Many libraries don't have these expenses, making it much easier for them to meet a % of total budget figure to be spent on books.

Because of the state fiscal problems money is tight. It is harder to spend 20% of my total budget on books when everything is skyrocketing (i.e. oil costs) Many libraries are housed in another building (school, town hall. . .) they don't have these adverse costs & consequently they could meet the 20% figure with no difficulty at all.

1208
Needs more frequent revision of per capita dollars (cents) amount

1222
However, the Boston Public Library receives an inequitable amount as Library of Last Recourse. Funding surpasses services rendered

1229
Net lenders need to be recognized
Small towns "buy" service from neighbors.

1334
The standards for receiving state aid need to be reviewed, especially now in fiscally difficult times. Ex.: the 16% standards for % of budget spent on materials might be eliminated and instead the MBLC look at other figures, such as what the library spends per capita on materials, and other criteria showing how well the community supports the library

1361
Any allocation to the Boston Public Library should be assessed on its value and productivity as the Library of Last Recourse, keeping in mind the total budget the BLC has for supporting public libraries across the state. Change the law if necessary.

1288
Maybe the use of state aide is something you could research and compile from cities and towns in Mass. so we'll then know whether distribution is equitable. For instance, mine goes directly into my operating budget, some get it as extra for capital needs or special programs. We need to know how it is used in order to inform local governments. Can this be found out by contacting Town Accountants, rather than sending another survey to Library Directors.

1175
Libraries with good local support and exemplary use seem to receive less aid than those which make less local effort. Many felt that

Question 27 - Allocation

Building Program Grants were unfairly awarded.

1150
I wish that more time be spent on devising or revising standards and less time on surveys that request information we do not have the means to keep!

1202
BPL gets a disproportionate amount of State Funds given services rendered.

1214
As municipal funding is cut, state grant funding is jeopardized as well.

540
Apparently, almost all money goes to public libraries.
Automation funding did not support resource sharing state wide

215
More equitable distribution of funds to provide for more monies for private institutions

3202
School librarians only get funds from city budgets.

1192
1. The Boston Public Library receives too much when measured by services provided
2. Libraries need some form of reimbursement for non-resident borrowing
3. State aid should not be based solely on population but should also include extent of services provided: automated network, etc.

1194
Funds are not going to the agencies that produce results. More funding should go to clusters & sub-regional libraries.

1264
System does not recognize those libraries that are serving non-residents at an exceptional rate

Aid goes to useless libraries that could be better used to support 1 good library shared by more than 1 community.

No quality control of services; minimum standards guarantee the citizen nothing in terms of quality library service

1295
Too much to Boston

Question 27 - Allocation

1303
Some libraries will never meet requirements . . . should receive smaller share of aid, instead of no aid at all.

1355
Strictly according to ability of towns/citizens to appropriate funding - not helpful during a fiscal crisis.

6156
Berkshires seem to be neglected.

6107
We are a non-profit organizationand do not receive state aid.

432
We have no guidance (except in particular matters) preservation, grants - are ineligible for grants for networking - yet provide the only access to the most needy population. We can't obtain funds at present to network. Yet, our collections - in health, mental health, intelligence, handicap or disabled and restrained (criminal behavior) are quite significant and a resource untapped. Like our users, we are "neither flesh (public) or fowl (academic) and desperately believe neglected - by our profession. We are few, and desperately need help to establish network (electronic) and other service.

6095
Funding is critical to the development of better collections. We probably need to look at duplication. As some colleges change priority, the educational collection is put on hold.

1119
Boston seems to get a lot - small libraries need more

1341
Don't penalize small libraries on state aid receipts if town is reserving yearly budget in recessionary times. TAKE ECONOMIC SITUATION INTO ACCOUNT.

1363
It seems to me that a disproportionate amount goes to the Library of Last Recourse, from which we get little service, as opposed to the regional library system, from which we benefit greatly.

204
This does not apply, however, I must note public higher education libraries need ADEQUATE, STABLE state support.

294
This does not apply, however, I must not public higher education libraries need ADEQUATE, STABLE state support.

3049
In schools, excellence depends on financial help from cities and towns. All is not equal.

3140
School library media programs receive no direct state aid and have no specific person at the state level responsible for them. Direct state aid for school library media programs would also greatly benefit enforcement of the Massachusetts' standards for school library media programs.

3252
NA

1010
Some want the money for themselves and do not see the function and cost for coordination. The automated center could use more state or regional support but not totally at the expense of the small libraries who deserve service, too.

1002
Libraries which have high Non-resident circulation should receive additional funding

1011
This should be studied especially in terms of non-resident usage of some libraries which is extremely high.

1057
Less to library of last recourse, more to automated networks which fill greatest portion of ILLs and other services. Cost of network participation is difficult to defend locally. State has encouraged networks, communities are left to support them.

1151
Depends on where you sit. The single best program for funds distribution for smaller libraries was the "State Competitive Grant Rounds" of 87-89 -- a simple application and final report and non-programmatic projects. If we could define a need and explain it clearly, we got funding.
The minimum standards are a mixed blessing. On the one hand, they are sometimes hard to defend for the amount of money they represent. On the other hand, they provide a measure to use with local funding authorities which probably works more often than not.

Question 27 - Allocation

1154
The present allocation depends on a library's municipal allocation - Affluent communities which can support their libraries are entitled to more funds from the state. In our situation, the city is bankrupt and cut the library's budget by 75% - because our municipal funding level was inadequate, we also lost state aid - ensuring that our library (which wasn't well-funded during the best of times) will eventually become sub-standard. . .in other words, "Those that have, get."

1174
BPL receives FAR too much state money - no longer need to fund their collection the way we do. ILL is much more decentralized due to automated resource sharing networks that many libraries now belong to.

1182
Boston Public Library receives too much as Library of Last Recourse

1184
Funding is to concentrate in the Boston Library. Local & Regional library systems are handling the majority of requests and receiving minority of funding

1187
In actuality - the methods used to determine the allocation is fair for both the MEG and LIG grants - when you consider the purpose of each. The laws governing the distribution at the local level are not restrictive enough, and the MBLC is not strong enough in its enforcement of the "without appropriation" clause. So many municipalities do not filter the money down to the libraries - or they reduce their municipal appropriation by the amount of the grant total. Every public library director has to fight a battle on the local scene in order to keep this grant money. Another idea of allocation that needs to be examined is the funding provided to the Library of Last Recourse. The Library of Last Recourse is funded beyond the amount or quality of service provided.

1215
This library depends upon the Network for finding needed library materials. As this is the case, it seems that funding should be given to the networks for providing the service.

1234
BPL gets too much money for services it renders the rest of the state.

Question 27 - Allocation

1238
Perhaps bigger slice should be given to smaller and disadvantaged towns - but care must be taken to encourage local funding. Towns must not be rewarded for cutting library service unduly.

1245
Boston gets too much money proportionate to what it does for patrons outside of Boston. Libraries are not compensated for heavy non-resident use.

1283
Lack of consistent method of evaluation has created a disproportionate funding formula for subregions. Also disproportionate non-resident lending should be funded seeing non-resident lending is mandated in Massachusetts at the local library level.

1301
This is a time of rapid change & deteriorating budgets. I don't think current criteria for State Aid are 100% valid anymore.

1302
Western part of state because of population percentage traditionally receives less.

1143
This library appears to be treated fairly

1260
The Cape as a region, should receive compensation for serving thousands of summer patrons that we have.

1272
Not enough!

1281
We do not receive any state funds for our library

1330
Library of Last Recourse rarely helps us, maybe 1 item per year. They get far too much money.

1348
The perception in the western part of the state is that the manner in which the state aid is distributed is not equitable -- too large a share stays in Boston.

1354
State aid is based on, among other things, the population of a town. No account is made of lending to non-residents.

Question 27 - Allocation

1006
Boston gets too much money while Western Mass is neglected. Springfield City Library should be our library of last recourse except for highly esoteric items.

1033
Boston Public Library "triple dips" as regional, subregional & "last recourse" library. In all of the BPL roles they provide us a periodical fax service with is very valuable, very few ILLs, some films but fewer and fewer, & a delivery service which would be better located in a Minuteman Library.

1049
We need to reimburse for non-resident use and consolidate libraries - if not on a county basis (as in other states) then along guidelines developed at state level.

1054
LIG/MEG - don't know - Additional state aid to libraries - our municipality does not give this to the library

1223
Would like to see larger libraries with different rules from those pertaining to smaller libraries. Size & nature of individual libraries need to be addressed on more personal level than now exists - same brush can't treat them equally well!

1309
This might have been answered differently before the state fiscal crisis. Importance of local responsibility to pay for services has been emphasized recently.

1339
Getting very little that's visible out of funds for library of last recourse. No need to duplicate resource libraries at BLC, Regional Office, BPL

1349
Non-resident borrowing is critical to Net Lenders

406
This is an Institutional Library

1062
Regional services seem to vary considerably from one region to the next.

DRAFT

Question 28 - Cooperative Services MBLC, or related issues

1009
Will dicuss further during interview.

1019
Related Issue - King Research
1. Was this questionaire compiled by on-the-front-lines working librarians?
2. Why isn't each page clearly marked with redipients number - in case the booklet gets separated?
3. There are redundancies in the questions.
4. What is the library experience of the questionnaire writers/developers.
5. Many of these questions are already on record at MBLC.

1120
In this time of budget-cutting, the services supplied by the Coops are crucial. Without the low bids obtained for books, our aquisitions would be cut by nearly half; without the low bid prices for suppliers, much more of our budget would go toward those items; without delivery service we could not afford postage for ILL requests; curtailment of bookmobile would be like eliminating access to 2500 books annually.
The needs of small, medium and large libraries have always had different priorities and at times those libraries have clashed over where limited funds should go. The feeling of this small library director is that every resident of Massachusetts should have equal access to resources, regardless of whether that resident lives in a city or small town.

1247
It would be helpful if the needs of transporting books between libraries was more efficient - example: when sending a book to a neighbor the book first goes to Boston to be sorted then it returns to the neighboring library. A local sorting point or sorting method would be faster.

1262
Cooperation works on the local level with a supprising degree of success. The cooperative issues after shift to what is beaucratically qualifiable rather than what is the real need of library users. MBLC should realize Massachusetts libraries are facing a state of crisis that the BLC plan ignores. For the next few years the majority of Massachusetts libraries will have the paramount question of simple survival fund the networks, get libraries into networks who aren't and assure delivery service and forget a state wide cooperative plan.

Question 28 - Cooperative Services MBLC, or related issues

1328
The Board of Library Commissioners, especially Janet Price and Mary Litterist, were most helpful during our budget problems and override votes. We are surviving on a small budget and can offer only very basic services. Automation of any kind would be in the far distant future - the present program is serving our patrons well!

3021
There is little or no publicity about available cooperation services, MBLC or any other related services for school libraries. We seem to be on our own. Several of the technical schools in the Western part of our state are meeting on our own to try to get some sort of a cooperative started.

3142
Because of state governance structure school libraries have been adrift for many years. This year the first cooperative LSCA application to include a school of library has progressed to step 2(not awarded). LSCA monies are used very fragmented and unimaginative ways.

3227
I wish the MBLC still covered school libraries, or better yet, that there would be a department at D.O.E. for school libraries.

3054
There is no communication with MBLC. Schools receive no back up from this group.
Although I am the library media specialist in a private highscool, I have had considerable experience in the state. I am also involved in the professional assoc.(past-pres. of MAEM and NEEMA) as well as committee involvement in ALA and AECT.

3056
This library is not involved in any formal ILL. It does request and obtain photocopies from the local public library on a sporadic basis principally for missing pages in reference books.

3071
School libraries within MA are currently at risk. With state funding cuts negatively affecting every school district more staff and program cuts are being translated into fewer professional library positions, and reduced staffing and radically cut library budgets. This is reaching a desperate situation. I fail to see how determining the cost of an I.L.L. will dramatically affect school libraries when the real crisis issue is whether there will be professionally certified librarians/teachers to teach the students within the school systems.

Question 28 - Cooperative Services MBLC, or related issues

3175
The question in thes survey does not relate to school libraries for the most part. We are not included in the resolvance sharing or networking. It is hard to break down the finances because the salary of the professionals is fixed and all the work is done by them without breaking it down to particular jobs.

6050
We are fortunate to have access to many area libraries and use them frequently. Library staff members go to the libraries to do reference/research/borrow materials for our patrons. Most frequently use BPL at Copley, MIT, Harvard GSD. The staffs at the other libraries provide exellent telephone reference service which is invaluable.

6091
Although not formally part of the regional library system, we have always received excellent service from the MBLC, whether it is requests for material from their library or consultant services on a variety of problems (automation, political,regulations). The Mass. State Library offers excellent reference assistance to my patrons who are in head of legislative reference. The Boston P.L. and the Kerstein branch have both offered excellent reference assistance whenever we have approached them.

3033
This form is almost impossible to do! Most of this does not apply to school libraries, furthermore there is no office at the state level for school libraries.

3207
Our highschool library cooperates with the town library and our elementary sxhool library.

6018
Unfortunately at the moment we don't have a professional librarian. Needless to say, this makes things rather difficult.

We do the best we can using the BPL & MIT libraries.

6112
In particular, the Massachusetts State Library and the Massachusetts Board of Library Commissioners are terrific in terms of the level of service that they provide to the Trial Court Law Libraries. The BPL helped me immensely with my space planning via the loan of reference materials. The State Library vastly extends the service we are able to provide to our patrons by maintaining and providing reference service for primary legislative materials we cannot house in our library.

Question 28 - Cooperative Services MBLC, or related issues

6106
1.We have a 3000 volume special collection and wish that other libraries knew of our collection so it could be used more. We wish our collection was entered into a local library network such as Minuteman. We would be willing to participate in Interlibrary Lan of our materials. (Although the public may not borrow-but only use on site. Members may borrow.)
2.We need to have access to cataloging/classification information--thru an OCLC network group.

6142
In general I am pleased to be working in a position with so much system support, from the TCLL, NELINET/OCLC and the very helpful staff at Western New England Law School.

1203
It is time to question the viability of town libraries in deriving its primary funding from the municipal tax base. This type of tax support has created an unevenness in library services from town to town and city to city across the state. As a result it has created library/information services haves and have nots. It has driven the have nots to go beyond their community libraries to neighboring libraries for better services, services that their community cannot afford, or choose not to fund adequately. In many cases, for the libraries with greater resources, they have been forced to accommodate nonresidence demands at expense to their own taxpayers.

It is time to consider a structure that removes Towns' financial control over their libraries. While I may be suggesting yet another dreaded bureaucracy, a force is necessary in providing an integated plan for service that encompasses the whole state and is not left up to the local control to implement. In addition, this structure could be designed to eliminate some of the costly duplication of services and administrative overhead.

By not moving in this direction libraries will continue to compete with their local school, fire and police departments for their share fo the budget with varying and all too often poor results. Larger libraries and libraries in affluent communities will continue to prop up the services provided to nonresidences. Each library in each town will continue to fight the same battles over the same issues, while at the same time attempting educate and re-educate ever changing local officials year after year.

The direction suggested here could only better library services across the state. Better service increases the value of libraries in the eyes of the tax payer and legislators. it builds credibility of the profession. Finally, the power of organized numbers will be more successful in to "lobbying" for securing better funding and improving library legislation.

Question 28 - Cooperative Services MBLC, or related issues

1241
FUNDING OF REGIONAL LIBRARY SYSTEMS:

Regional funding should not be frozen at one figure, as it is now, with increases possible only through legislative action. The result is a year or two of generous funding, a few years of treading water, followed by drowning while the library community rallies to plead its cause and justify its existence over and over again. the time and effort could (and should) be much better spent on actually providing library services.

Although the central and western regions are funded on an equal per capita basis, the cost of providing services in the western region to the many small, far-flung libraries puts an added burden on the budget (delivery and bookmobile costs) resulting in a decreased ability to fund other areas (staff, materials). Funding for the western region should reflect this.

1324
We need to develop interlibrary loan protocols, and then to question the diversion of regional funds to automated networks vs. subregional centers.

We need to examine issues around reimbursing libraries for services to non-residents.

It should be a professional standard that every library director annually serves one cooperative in some significant capacity.

1043
1. Regional system seems to devote much time and energy toward larger libraries. Services which could help smaller libraries remain (somewhat) stable in harsh economic times (e.g. - more availability of regional reference materials, cooperative acquisitions) are not priorities in the Eastern Region. There seems to be a climate that is not condusive to cooperation.
2. There is a need to prioritize services on a more equitable basis - Eastern Region needs direction - could take a page from the Western and Central Regions book!
3. Cooperative cataloging works very well. Costs are reasonable, though system is somewhat cumbersome. More up-to-date now with LC MARC.
4. Mass. Board of Library Commissioners should keep standards as criteria for state aid grants no matter how much it hurts at the present. Without standards, cities and towns have nothing against which to measure their commitment to library services. If these standards are allowed to fall, libraries will lose what little importance they have gained since the introduction of standards. It is an unfortunate fact of fiscal life that in Massachusetts, town officials usually must be pushed into providing adequate library funding.

Question 28 - Cooperative Services MBLC, or related issues

1163
We have found our subregional library, Bridgewater, to be very helpful. We've also called on the expertise of the MBLC extensively these past two years, and we've struggled with budget problems. Their help and suggestions were invaluable.

1172
QUESTIONS TO CONSIDER - RE. NONCONSISTENT USE
1. Are we asked to do too much for too many for free? (by MBLL)
2. Does any other state require full non-const. use without concomitant funding? any other country?
3. Are weaker libraries hurt by this policy?
4. Has the imposition of 2 1/2 exacerbated the situation re Standard 6?
5. Are stronger libraries hurt by this policy?
6. Why do we continue with it?
7. ARe these things getting worse?

Regret not being able to answer this question except with more questions!

1351
We are very satisfied with the CMRLS. The consultants are always helpful when asked and offer useful workshops on a regular basis. The ILL service is excellent and teh van service also. If we had a FAX machine and other automated systems they would be even more helpful & useful. They are in the process of offering further services. We may not be able to accept them because of lack of space. -But they would be wonderful.

Many of our services are limited not so much by money, though that's always a problem, but by space. We have asked for an expansion & it has been approved by the town meeting but failed in the Prop. 2 1/2 override election. Many of the services already offered are about to be offered by EMRLS are not available to us because we don't have space to put the equipment.

1312
No library can provide everything well to its patrons nor can one library perform all internal functions well without some support--be it financial, physical, even emotional!! My library finds patrons are interested in only obtaining the material they need RIGHT NOW. Patrons, on the whole, do not want to know what we had to do to get it, or the problems within the delivery system, or the inaccuracies of bibliographic records available for searching. Because of patron demand I am quite grateful for delivery service as provided by my sub-region--but in this time of accelerating cluster development, I know there must be a better way to co-ordinate a delivery system without taxing already overworked, understaffed sub-regions. Also, we almost never use our sub-regional headquarters library and never use the BPL for reference support. We contact possible sources direct, be they companies, universities, government offices. So we question state monies of the extent they are now, going into co-operative services perhaps

no used as greatly as believed. Maybe all Massachusetts libraries can realize more state financial support when it is finally recognized how much is done and can be accomplished on a local library's level.

However, it is essential that local libraries not as well off as other libraries have a state supported source to turn to. The few and far between times we have had to contact BPL, we're glad they were there. Slow as they were, the answers were finally received. And really we're glad that this cooperation exists. We just don't think all that money is necessary to do it. At just one or two sources.

1001

1. When the MBLC determines the community's support of public library services, it does not factor in heat, utilities & maintenance for those of use located in a shared municipal facility.

1053

1. Use regional funds to support/reimburse libraries for actual services to non-residents.
2. Design future services around existing automated clusters.
3. Look to emerging technologies to improve access to and delivery of library materials and information.
4. All cooperative activities should be designed to help local libraries improve service to their patrons.

1066

The Board of Library Commissioners and the State Library should be combined and incorporated into the state Department of Education.

The Regional Systems should be restricted to providing delivery services.

The Automated clusters should receive funds currently going to subregional libraries in the EMRLS.

The BPL should only be reimbursed as Library of Last Recourse for actual services delivered to residents from outside Boston.

BPL should be requested to open branches on Saturdays and the Main Library on Sunday for its State Aid.

The EMRLS should bid book purchases for libraries in this region.

1079

We hope that the cost of this survey (especially, time lost by each replying library) is justified by improvements resulting from it.

Question 28 - Cooperative Services MBLC, or related issues

1090

Small libraries in Masachusetts who are not full membrs of an automated resource sharing network, because they cannot afford it, are becoming more and more isolated. We don't attend Minuteman meetings so we don't meet our colleagues to exchange ideas. Our opinions are not heard. Our special problems are not taken into consideration. Our automation knowledge and skills quickly become outdated after taking courses because we don't use them on a day to day basis. This makes it difficult to find employment in a larger library.

I am even more concerned about the libraries in Massachusetts that have suffered severe budget cuts. After laying off a good portion of the library staff and drastically reducing the number of hours that the library is open, town officials want to open again with volunteers! Where is teh ALA, the MLA, NELA, the Eastern Region? Why doesn't someone protest? Why aren't the beleaguered Directors of these libraries getting more support? Our library is not in this category only because we have private funds. Will small libraries in Massachusetts either be funded privately or cease to exist?

1118

1. CMRLS has been of great help to me as a library director, to my staff for support services, and to our patrons for ILL, deposit collections and many behind the scenes activities they aren't aware of. I doubt it could be more cost effective. Their continual refinements, enhancements, and interest in doing a better job is refreshing. They encourage and help. They never force an issue. New ideas are there when you are ready to use them.
2. MBLC- Staff has been helpful and good to work wtih on a daily basis. Their help on LIG, MEG & legal issues has been great. The preservation service has helped me with both practical advice and with teh names of contact people.

On a philosophical level tho I know they are to be the leaders and set standards I'm weary of feeling guilty, inadequate and always behind what they want.

1. I can barely staff my library and my books but pressure is put on to do family literacy programs (no matter that few tutors use us on a weekly basis and we have no more space).
2. Collection development is important but in tough economic times to expect formal agreements among local libraries, clusters, regions, etc. is more than we can do.
3. Planning process - I'd love to do it but when? Daily library work goes on. there isn't even time to start planning.

I've worked in public libraries in Michigan, Ohio, and Iowa and fidn teh level of expertise and service, as well as professional commitment superb in Massachusetts. I hope it can stay that way.

Question 28 - Cooperative Services MBLC, or related issues

230
Truck delivery between all fully cooperating libraries.
Network-centered fax service on-line.
Network-centered periodical index services on-line.

427
The correctional libraries enjoy a very strong and supportive relationship with the MBLC. We have the assistance of the Board's institutional consultant; LSCA funds, channeled through the Board, enable the correctional libraries to attempt projects which would otherwise be beyond us.

440
Our library in prison could not function adequately without access to the collection of the local library (Bridgewater Public Library). We are deeply appreciative for the many services they give us, among which are Inter-Library borrwoings fromt eh Sub-Regional libraries. We are their biggest borrower (some 3,000 books in the past year). The staff is pleasant and very efficient.

514
The consortium (NECHI) is adversely affected by downsizing of member libraries, the lossof member libraries at Hunt Memorial & Cutler Army Base. By means of a federal grant NECHI has begun a union list of monographs for NECHI use. An extension of this list to include other Massachusetts health consortia would be a definite help in this age of shrinking budgets.
AGH has a reciprocal agreement with the Sawyer Free Library in Gloucester; and also provides limited public service to the Cape Ann community.

1099
Doing fine work in hard times!

1141
1- MBLC as the governing body for Public libraries is an excellent institution trying its best to do political or regular PR in order to bring more funding to libraries (State & Federal Funds). However, I do not think more than 20-25% of libraries in Mass. have direct contact with MBLC except during filing for LIG & MEG. In contrast the Regional library systems, especially Central & Western are where most libraries turn to for consulting information, coop activities, etc. Tehy should be given a chance to experiment with new media & if possible, advocate, purchase & distribute throughout the region.
2- Although there is communication between regions, there should be a direct contact between automated networks in order for each library to check the others' database including the library of last recourse.
3- A single borrower card throughout the state should be looked into (Mass. reciprocal borrower card, with Social Security #)
4- A list of Mass. libraries with strong collections in specific

subject areas. Often patrons would rather go to such library & do their own research (e.g. Kirative for business). the list should not be limited to public libraries.

1149
I am very pleased with our regional services.
The state MBLC I feel need to put its policies in black & white so the rest of us know what exactly is expected of us.
A couple of comments on your survey.
A lot of this info could have been compiled from the state without asking us for it again.
Some questions were worded odd to me. Many I felt couldn't decide what you really wanted.

1158
I'm very pleased with the assertance and advice offered by the MBLC. Good service provided by Reference Library and I appreaciate being able to borrow books from Reference Room. Patience Jackson and Shelly Querale are 2 outstanding librarians on whom I depend a great deal for Grant assistance.

1168
Our interaction and request for services from the Central MA Regional Library System and the MBLC has been very positive. The state library board has been very willing to help answer any questions we have had on applying for various state grants and any other budget problems. The Central MA Reg. Library System provides us with much needed ILL services, Bookmobile and bank deposit services, weekly van deliveries, video-& film library services, and very helpful consultants to answer our questions and assist in planning projects at various times. Because our library budget is forecast to be severely reduced due to projected state aid lessoning, we feel the cooperative services provided by the Region and State Board will become more important.

1205
The regional services are essential for our library if we are to provide adequate service to our patrons. Our library has received consistent funding by the town, but our growth in terms of materials purchased & # of hours of operation, will be slow. Our patrons frequently depend on the Region system to get books which otherwise would be quite difficult to come by. They also look forward to the "new" books made available by the Bookmobile. We are very grateful that such services are available!

1208
1. I have always found WMRLS & MBLC to be helpful as needed. Now that the Mass. financial crisis has affected their budgets, as well as those of communities, one can notice difference in service due to fewer personnel and lower budgeting throughout.
2. I have rather hastily answered this questionnaire as I am about to leave for a much needed vacation - the first in 2 years! Se

enclosed booklet re the direction of the majority of the 2 full-time staff members since 1985.
3. This community of approx. 7700 raised from private sources, $1,233,615. Difficult working conditions - closed 5 mons. in 1988 (renovation) - 89 & 90 only level funding for operating in orig. bldg. only - open hrs reduced from 51 hrs. weekly to 25 hrs. - circlation therefore greatly reduced etc. F 91 = same level funding - further reduction to 21 hrs weekly. New wing for adults & juvenile services opened Oct. 22 '90 - circulation has doubled & new registrations are now (12/12) equal to one-half of total for 12 months.

1229

I believe it is time to consider a restructuring of the way public library services are delivered in the state. Regionalization, and a move away from dependence on independent libraries in every village and hamlet seems sensible, especially in this age of network databases. Perhaps bookmobiles and/or small branch libraries could fill the browsing and "ready reference" needs of these communities. Funding could be provided by a per capita fee paid by towns wihtout libraries to those providing the service or to a county type system.

Consideration should be given to using state funds to support this effort. A redirection of funds into networks would be a move in the right direction.

As existing networks become stronger, and when the time comes that they can interact with each other, there will be less reliance on the "library of last recourse". The growing level of intra-network lending has already taken over some of this reliance on the Boston Public Library. However, local libraries are not receiving any financial support for this new effort which they are making. More of the state aid for libraries should be directed toward supporting electronic, automated services. Will the day come when networks can afford to offer direct dial-in from home computers? Not unless the state helps!

It appears to some of us who are struggling to simply maintain the day to day operations of our libraries, at a time of growing demand and reduced funding, that the Board of Library Commissioners has not shownt he leadership needed to help us keep pace with the technological changes in library service. This study, if it leads to action, is a step in the right direction.

Why do we need consultants in the regional offices? Why can't they be consolidated in one agency? It appears to those on the outside that there is much duplication of effort e.g. the professional library. Perhaps the Board should be strengthened, thereby having more clout wiht Administration and Legislature.

The basis for apportioning state funds should be changed to include some method of reimbursing those libraries which are "net lenders". If there are no new funds with which to do this, some funds should be taken from the Library of Last Recourse.

The MEG and LIG seem to complement each other and work well, but are insufficient to do the job of delivering a high quality of service to residents in all areas of the state.

1250
Currently the NCLC (videocassette cooperative) is providing seven libraries rotating collections of 25 videos per month. This has helped support a popular service in all seven libraries.

The MBLC has always been a resource that has provided information and consulting on issues currently involving public libraries.

Their support in providing grants - State and Federal has been an important part in providing this library with automation, cooperative services, and a professional consulting service.

1334
Libraries that clearly do more than a normal share of nonresident loan should be renumerated in some way. Some of the programs and activities of various cooperative services such as the MBLC, the Regions, the consortia, the purchasing cooperatives, etc. may overlap. Certain programs should be delegated to one agency; many may be consolidated. Maybe only the MBLC should provide consultant and professional library services rather than both the MBLC and regions providing these services, for example. Cooperative purchasing might be sponsored by one cooperative agency. The consultant might scrutinize the various services needed by MA. public libraries and recommend "assignments" to the agency that can best address them. Look at delivery, legislation, allocation of stae funds, consultant services, professional collections, full atuomation of all library resources in the state with tie-in to academics and special libraries. Even the library professional organizations in the state could do their share in certain areas. My feeling is that there is a lot of duplication of efforts in this state and at the same time, complete neglect of certain areas. The state is people-rich in our profession. The MBLC staff perform superbly well; however, their mission, scope of responsibility, etc. may have been modified, scaled down in some areas, expanded in others. The same might be said for the regions. In my experience, the consortia have often taken on a task that better would have been handled by another agency, but no one was doing it, examples: book purchasing, bidding, automating...

1361
Would like to see a traveling library of titles from the MBLC and Regional professional collections. Think the use of these collections would increase dramatically if librarians could see what is available.

1310
The most important service of the Eastern Region is the delivery system. The increasing load placed upon it by the establishment of automated networks is straining its ability to perform. The power of automated networks is crippled by a crippled delivery system. Therefore, even at the expense of otehr regional services, the

region must insure a swift and efficient delivery system.

The staff of the MBLC is exemplary. the administration is... invisible. Whether that sentiment is accurate or unfair can only be decided when its object appears. In my fifteen years as a librarian in Massachusetts, six in administration to the best of my knowledge, I have never seen the present Director. I seldom hear of him except in the MRLC's newsletter. The library profession has few enough leaders to suffer an invisible one.

1288
I notice that the small public libraries are increasingly being cut-off, discouraged from requesting sub-regional services etc. and our collections are becoming isolated. Our tiny budgets and teh small amount we receive from the state make us most needy of participating in a LAN. (Local Area Network)

Can some incentive be established for creating a more affordable alternative to the Minuteman Library Network, for instance? Perhaps an affordable sub-network which would adequately serve smaller collections and smaller towns and, further, a link to Minuteman. Minuteman could then bill us for use if it was included in our profile, much like the billing system used @ NELINET.

I also feel it would be interesting to study whether or nto the ACTUAL service and use of this library to out-of-town borrowers is greater, less, or equal to the amount this library receives in state aid.

An increasing number (12.5% more in Fy 91 than Fy 90) of OTB's are utilizing our service - our isolation means our materials are on the shelf more frequently than collections which are being utilized via ILL.

1275
We are a small library in a town surrounded by affluent communities. It seems that many times, more attention and funding is given to the more affluent community libraries. During these hard economic times we struggle to survive financially. The libraries in surrounding towns are much larger with newer additions for space. We use every inch of space in our library, but we are in desperate need of additional space.

When delegates for funding or conferences tour libraries they often forget about the smaller, less affluent library. We need the same support and attention that is given to these libraries.

1252
Requests of special nature are not often filled as an Inter-Loan Request. Since we are 30 miles from Worcester, Regional Headquarters, this means long trip for patrons to use material there.

As a private corproation, we are quite independent. Our request to town is for matching funds for State Grant.

Question 28 - Cooperative Services MBLC, or related issues

1177
The automated clusters and on-line public access catalogs have increased delivery of library materials dramatically. At the present time the Eastern Region supports the delivery program.

Are we going to be able to continue to deliver to neighboring towns? For example if a customer sees a book on the public access catalog screen and the location is the library in the neighboring town should the customer be encouraged to go to teh library for the book or should the library request that it be delivered?

Legislators ask us how many different ways should we pay for a book to be sent from one library to another? The Boston Public Library is Library of Last Recourse; the Eastern Regional Headquarters and Sub-regional headuarters for the Boston region. The Board of Library Commissioners should review this funding andthe services provided. There should be a way to streamline the funding and services received.

Each automated cluster is paying separately to get a full MARC record for each title in the data base. It seems to me that there should be a central site where all automated clusters could send to for the MARC record.

1175
We desperately need AFFORDABLE, LOCAL professional education for staff members. Pennsylvania has an excellent program which might serve as an example. Many present capable staff members cannot afford the cost, time or distance to Simmons or the University of Rhode Island. Massachusetts should be able to support one publicly funded MLS program through its state college system.

The Board of Library Commissioners should also work to make the salaries of public librarians equitable to those of school librarians. (Example: In a town with a population of 7,000, the school librarian (MLS, 10 yrs. exmp.) now earns $28,500 for 44 weeks work. The public librarian (MLS, 35 yrs. exp.) earns $26,150 for 49 weeks of work including nights and weekends.)

1064
MBLC has always tried to be helpful when I called on their info and expertise. I'm not sure most people understand what they can and can not do. What can we call on them for?

Our regional delivery service works well - we are fortunate to have a courier who is knowledgeable, courteous and helpful - best of all, cheerful.

1150
First of all, the timing of this survey is unfair. It falls in the middle of budget preparation and holiday season.

The item of foremost importance to this library at the moment is keeping the library open! While we can appreciate the need to gather statistics and info on libraries in the Commonwealth, we do not have the staff left to gather the statistics requested here - nor do we intend to!

Our priority is serving the patrons and keeping open enough hours to keep minimum standards and to meet MAR, etc. requirements. The MBLC should spend their $ on matters such as these and less on surveys like this!!

229
Cooperation turns on individual support - individual must be committed and see a value for the patron/library

1192
1. There needs to be better access to all library resources in the state - both within the public library system & between various types of libraries. Protocols could be established for a searching hierarchy, and some kind of monetary incentive probably needs to be looked at to encourage multi-type resource sharing.
2. Non-resident borrowing is a major issue. There is a great divergence in how well towns support their libraries. Those which are financially well supported cannot afford to subsidize residents who live in towns that do not support their libraries. Conceptually, the Connecticut per item reimbursement for NR loans is ideal.
3. We need stronger leadership from our state agency. They do not attempt to initiate change or provide vision for library development statewide.

1194
The MBLC has been a fabulous agency. They are extremely helpful to small libraries when a wide variety of questions arise. Their work on helping libraries to plan and pursue a planning process in invaluable. The MBLC should be strengthened with increased staff.

The Eastern Region also needs a strong staff. Their best program in recent years was the provision of an auotmation consultant.

Bookmobile or deposit collection services need to be strengthened & focused. The focus should be placed on providing popular browsing materials in areas that public libraries cannot build a large stock in - such as Large Print, Audio & Video.

the Boston Public Library has little impact on our services. Reference referrals are potentially the most important. With OCLC, they are no longer the "library of last recourse."

1264
We need to determine the best way to deliver the needed services and not to be bound by current organizational structures.

Consider: Libraries are not limited to a specific community; regional systems of all types of libraries with as many services as feasible being offered at the lowest possible level; determining what constitutes a viable library and stop throwing money away on institutions that will never be viable; integrate automated clusters into official "circles"; ensure a minimum level of service at all libraries; facilitate communication between libraries: statewide telecommunications network.

Question 28 - Cooperative Services MBLC, or related issues

536
Until we joined a consortium that included public libraries, we were oblivious to MBLC's role in the state. Now we can see some potential benefits. I think the MBLC should take a leadership role in encouraging real cooperation among all the libraries, including academic and special, in the state.

432
As an institutional librarian I know the needs of users once a library is in place. Our clients, when physically able to move, or permitted, are frequent most, have no other cultural exposure to books, sound or film. At one time we could not borrow certain films from the Boston Public Library (only public libraries could. I appealed at that time (1985) and lost. Many Institutional libraries are small operations, with one or two permanent staff. The professional staff needs are often to directly help clients; those who are institutionalized, and without a network capability, professional (quality) services have become lower. Basic general references are luxuries, since funding is limited. Ability to exchange reference material is a need, which could be enhanced by a (formal) network. Reference which is yearly ordered - could be more current.

435
We have a very small collection of journals, a few books, a part-time librarian, and a budget of about $1500 a year. We provide some current journals for our professional sgatt but can't do too much more with our present budget.

6073
Sorry the info is so sketchy. However, the main point to make is that we are a small unit within a very large library system. Most of our referrals are to other Harvard libraries. Many of the services you were interested are performed for us by other units of the Harvard univ. Library.

6095
We are a small service center. Budgets are more frequently directed to on-line, media, networking etc. I can seek my way through the "hard-copy" materials by knowing what each college holds, using book stores advantageously, etc. But of course this represents time.

1119
This exercise is awful
MBLC always excellent
Region wonderful
Subregion very attentive and indispensable

Question 28 - Cooperative Services MBLC, or related issues

1347
The most difficult issue facing small public libraries is attracting qualified staff and keeping the good people we have - some time and thought should be spent to develop strategies for attracting people to public library work.

1363
It does seem to me that Massachusetts might have a relatively high number of library books per capita, compared to other states, and therefore proportionately higher costs in the maintenance of same. However, it is hoped that the population may obtian great benefits from these resources.

3049
Pennsylvania has ACCESS; yet all is not equal there for students. My sister-in-law says that large schools with wonderful collections have not joined because they do not want to share with poorer school districts. ACCESS sounds good on paper but is not perfect.

3051
I would like to comment that many of these questions were not relevant to a school library. The questions seem to be mostly eared to a public library. Also, some of the questions were unbelievably detailed & impossible to calculate, eg. "how many 2 minute reference sessions were conducted?" If you wanted us to even attempt to calculate such visits, notification should have been given before the survey was sent out - in fact, many months before.

3093
As a high school library we do little with interlibrary loan. We do notify the two public libraries of upcoming research projects in the school and refer students to the public library for information we do not have - communication by telephone is the main basis for shared resources -

3095
The State, MBLC and the Department of Ed. have consistently ignored school libraries. Consequently, there is much inequity and isolation. Therefore, the time has arrived for direction, support, and standards for school libraries, as well as established cooperation between school and public libraries. A State-wide plan is urgently needed in resolving these serious problems and inequitites in the library system (public and school) throughout the state. Hopefully, this study is the beginning of an ongoing process.

3140
School library media programs in Massachusetts need help, direction funding, and coordination from the Massachusetts Department of Education.

Question 28 - Cooperative Services MBLC, or related issues

415
This correctional institution has a very workable relation with the local public library. Its director and staff have been very cooperative. We have many inmates involved in college courses but have not been able to obtain the cooperation of the local college library.

430
This is a small medical library within a Community Mental Health Center so it is a unique situation. Our costs are entirely borne by our parent org. the Brockton Area Office of the Dept. of Mental Health.

1010
I think our set up in the Andover subregion works quite well with the Merrimack Valley Library Consortium. It is efficient in operation and costs - a very good buy for the money.

1002
Current economic problems have made severe inroads into the ability of MBLC & EMR to provide needed services.

1011
The majority of this library's cooperative services for resource sharing is done within the Minuteman Library Network. Only a very small number of materials are supplied from the Boston Public Library, the headquarters library for the subregion. Funding allocations to the clusters, regional libraries and the Boston Public Library should be studied to compare to amount of interlibrary loans supplied by each source.

Consultant services at the Mass. Board of Library Commissioners have been very useful in several areas, most notably building construction and services for the handicapped.

Cooperative Buying List issued by the Eastern Regional Library System has been very helpful in dealing with the new Uniform Procurement Act for purchases.

1116
Given our size & budget limitations, ILL and Eastern Region Library Service are invaluable to us, and they serve us very well-

We would like to see Eastern Region get their Bookmobile back on the road again.

1125
I feel that the Regional System & the MBLC are a great help to the regional libraries. Because of them, more money & technology is available - more than smaller libraries could ever afford.

1151
Trite but true - so much depends on the leadership and secondarily, on the rest of the staff. For example, the Central Massachusetts Regional Library System has had two extraordinary administrators in

the past several years & has improved services, provided innovative projects & demos, responded creatively to budget problems, and served as both mentor and forum for member libraries. CMRLS has good to excellent staff who have benefitted greatly from the leadership. MBLC also has good to excellent staff but the relationship of the library community with the MBLC has varied depending on individual staff in individual positions. While not a relationship of conflict, it could have been more productive if a shared vision had been developed. I think the MBLC should have a statewide leadership role. Whatever direction we move, I would like to see our overarching goal as adequate library service for every resident of Massachusetts IN SPITE OF local autonomy and the rich community/poor community differences. Whenever I talk to people about community cooperation, I hear Why should we band together with community X when we have a lot to bring to cooperation and they have little? Obviously measures are needed to increase inter community cooperation IF that's a good way to move.

1174
Regional system needs to be looked at carefully and revamped. The policy of spending a lot of money expanding the collections of a few libraries no longer fits in to the current reality of on-line linked systems. Less money needs to go into materials collections of regional & sub-regional libraries, more money into linking all the automated resource sharing networks, and the delivery system that transports the requested items.

The way interlibrary loan is done also needs to be looked at. It might make sense to centralize all ILL activities that each library can't do through their own automated network (and the ILL for non-automated libraries).

Sub-regional reference service also seems redundant. Again - a centralized reference center accessed by 800 lines should be examined.

1187
Sub-Regional services are superb. The Wellesley Public Library staff and administration serve the Wellesley Sub-region very well.

We cannot be too strong in our condemnation of the library of last recourse. In all fairness, OCLC is the library of last recourse.

Sending a request to BPL is similar to dropping an item into a great abyss. ILL responses are always too long in coming or non-existant. The AV department is tediously slow in providing any type of feedback on requests - and often fail to provide items that the member library had booked.

In general - the Eastern region is not responsive to the needs of the member libraries. It is only responsive to BPL - and some Eastern Region libraries have been brainwashed to view the Library of Last Recourse as almost sacred.

The Library of last recourse consistently fails to meet our needs, and the sub-regional library, with inadequate funding, attempts to provide what is needed. The sub-regional libraries and the clusters are providing the bulk of services.

1189
I'm fairly new to Mass. It would be helpful to have an orientation of what services MBLC & Regional Offices offer to smaller libraries, including how to get consultant services in different subject areas. I don't have a clear picture of what's available to me and how to access it and I'm sure other librarians coming into a new state must experience the same thing.

1215
I would like to comment on my experience with this survey. Much of the information being asked for is not collected by this library and, I think, that those libraries putting in figures would collect the figures using different methods. I am concerned that any interpretations or comparisons drawn from the completed surveys would reflect this lack of consensus from the participating libraries. Also, I did not understand much of what was asked in the section "Use of Outside Services."

This library receives most of its outside support from the Minuteman Library Network. As a participating member of Minuteman, the staff of the library is active in setting goals and determining policies unlike our participation in the Region where services are more or less determined by those people "In Charge." Automation is at the backbone of our library's operations. The Networks deserve the support of state funding.

1238
MBLC employees are very helpful to local libraries on a variety of topics. They respond quickly to phone requests. Good assets for librarians. Sub REgional libraries have taken a leadership role in providing workshops etc. (At least the Wellesley subregion).

Delivery is expensive, but frequent and reliable service is essential. It would be helpful if routes matched two automated clusters - transfer thorugh Boston is difficult, time consuming and unreliable. FAX will become more important soon.

Library cooperation makes each library stronger. Local library cooperation is more valuable than going to Boston for everything.

1283
1. MBLC - Commissioner's staff should be requiring statistics to substantiate services funded by contracts. Process should be in place for correcting the lack of adequate provision of services by agencies and removal of contracts if necessary.
2. Clusters - Clusters, as service providers, should be recognized as such, in the legislation, along with standards established for compensation of services for resource sharing.
3. Clarification of roles of each body, MBLC, ERO etc. should be established to avoid duplication of services.
4. MBL Commissioners should become stronger political advocates for the library community. Rather than duplicate work of their

staff, they should be educating politicians to the dire needs of the library community.

1143
This report would have been better prepared had there been some open discussion. We are missing a great opportunity to offer some creative suggestions.

1260
MBLC is adequate but changes are needed changes for the Cape. This area has increased its population 50% in the past ten years. Funding and support does not always take this into consideration.

1330
I believe a public library should offer service, information and library materials to all without prejudice for social, religious political or physical status, location, age, gender, nationality or level of intellectual achievement. We try our very best to do this.

Because small libraries like we are cannot afford collections adequate to satisfy all needs, the most important factor is for each library to be linked to the regional network for resource and information sharing. Regional services are critical for information and skills updating of library personnel, too.

Our single greatest need is more staff hours. ($$) We have one full time person (35 hours, me) and one 9 hours weekly person. Even though we're open only 20 hours a week, we need two full time people to service patrons, perform office work and process materials. As with many small libraries, paid staff usually contribute volunteer time as well.

The second greatest need is MORE SPACE! We need about four times our present space--for the collection, the public and for office and technical support. (The office is a little bigger than a closet.)

The third pressing need is faster Interlibrary service. We should be able to phone in requests which would be mailed the same day. Presently it takes 2 to 4 weeks to secure an ill.

Our relationship with the Central Regional Administration and Consultants is excellent. They do as much as they can for us. They offer useful and interesting workshops, individual consulting, deposit collections.

Our relationship to the BLC is excellent. We feel free to call whenever we need to. Though we call infrequently, they are always helpful and courteous.

Sylvia G. Buck
Warren Public Library

January 31, 1991

1348
I think there needs to be more communication between the local libraries and the MBLC, and even the Regional Libraries. There is little personal with BLC consultants unless there is a problem. This past summer when my community was trying to pass an override vote, I received virtually no assistance from the Regional Library. I feel that one of the main issues in the Commonwealth having to deal with libraries is that individual libraries, the Regions and the BLC have to learn to set aside their own agendas and learn to work together as one body to promote library services and educate cities and towns to change their thinking about the purpose of libraries. There seems to be the feeling that libraries are recreational in nature, not centers of life-long learning, and therefore, easily dispensed with. If we don't do this, there is a distinct possiblity that for many communities library service will cease to exist.

1354
The MBLC is a necessary and dedicated organization. However, recent budget cuts have reduced their effectiveness to a very low level.

1364
Automated networks have radically altered the delivery of services to member libraries. The regional system, library of last recourse system and the allocation of funds, needs to be carefully reconsidered.

1006
We are a very short staffed library with 13.2 FTE's for about 30,000 population. It would be helpful if a larger public library nearby such as Springfield City was contracted by the state to provide assistance to smaller libraries with smaller staffs and collections. This is being done on a small scale through the Regional System with telephone reference service provided through Springfield.

Anything that would place a heavy time burden on our already overworked staff would not be helpful to our patrons or library. As it is our staff circulates double the number of items per FTE than the average in the state.

I also feel the recent emphasis on so-called planning is a farce since most Directors admit it is a more political process whereby the results tell them things they already knew. Trying to minimize our multifaceted operations down to 1 or 2 rules is not in our best interests since libraries must be complex organizations if they are to serve the majority of critical community needs.

1033
Through the fault of no one currently at either the BPL or the eastern region, the automated clusters and the Board of Library Commissioners grew to fill the leadership vacuum for Eastern Massachusetts libraries in the mid-70s -> early 80s.

and questions could be taken care of through Town Meetings instead of ballot questions could lead to stacked meetings from an uninformed public. This could lead to further cuts in less vocal or non "life-threatening" services. There is no way to judge the closing of a library or elder-care facility until years down the road.

Our services have to be emphasized; for their importance to education, free access to information, etc., for an informed and less threatening public.

1339
I question the priorities of the MBLC in times of economic constraints.

Why spending money on collection developments specialist??

Why duplicate libraries at BLC, ERO & maybe BPL. Have one professional library in the easiest location to access.

BLC should concentrate on building support among the public for library services and promoting a positive, relevant image for librarians and libraries. We need more vocal leadership advocating - lobbying - hitting the media - for libraries, educating others on the role - functions - libraries serve in society & the importance of the same.

1349
Cooperative services formerly delivered via the Subregional & Region have almost been replaced by cluster services. Especially as this Library has grown & become more sophisticated, subregional services have seemed uniquely geared to small libraries.

Delivery is the one service which remains critical to us - this we completely rely on.

Reciprocal borrowing - despite its complex implications for reimbursement funding - is a marvelously civilized offering in the Commonwealth; we would hate to see that jeopardized.

We all rely on the MBLC to be our political advocates - it is good taht the current emergency situation is bringing more librarians to the Commissioners & energizing dialogue. Perhaps we need "liaisons" from "the field" as ex officia attendees at MBLC meetings? In this "war to defend public libraries," we need a correspondent from the front lines. . .

Otherwise, all work, effort & dedication on behalf of public libraries is mightily appreciated.

1161
It is gratifying that MBLC is a "Town Meeting" on our fiscal crisis on 2/7 - We'd like to see BLC take on stronger role as an advocate for libraries in these uncertain times.

203
Brian Donohue is very cooperative, recent acquisitions book list very helpful.